

Figure 1

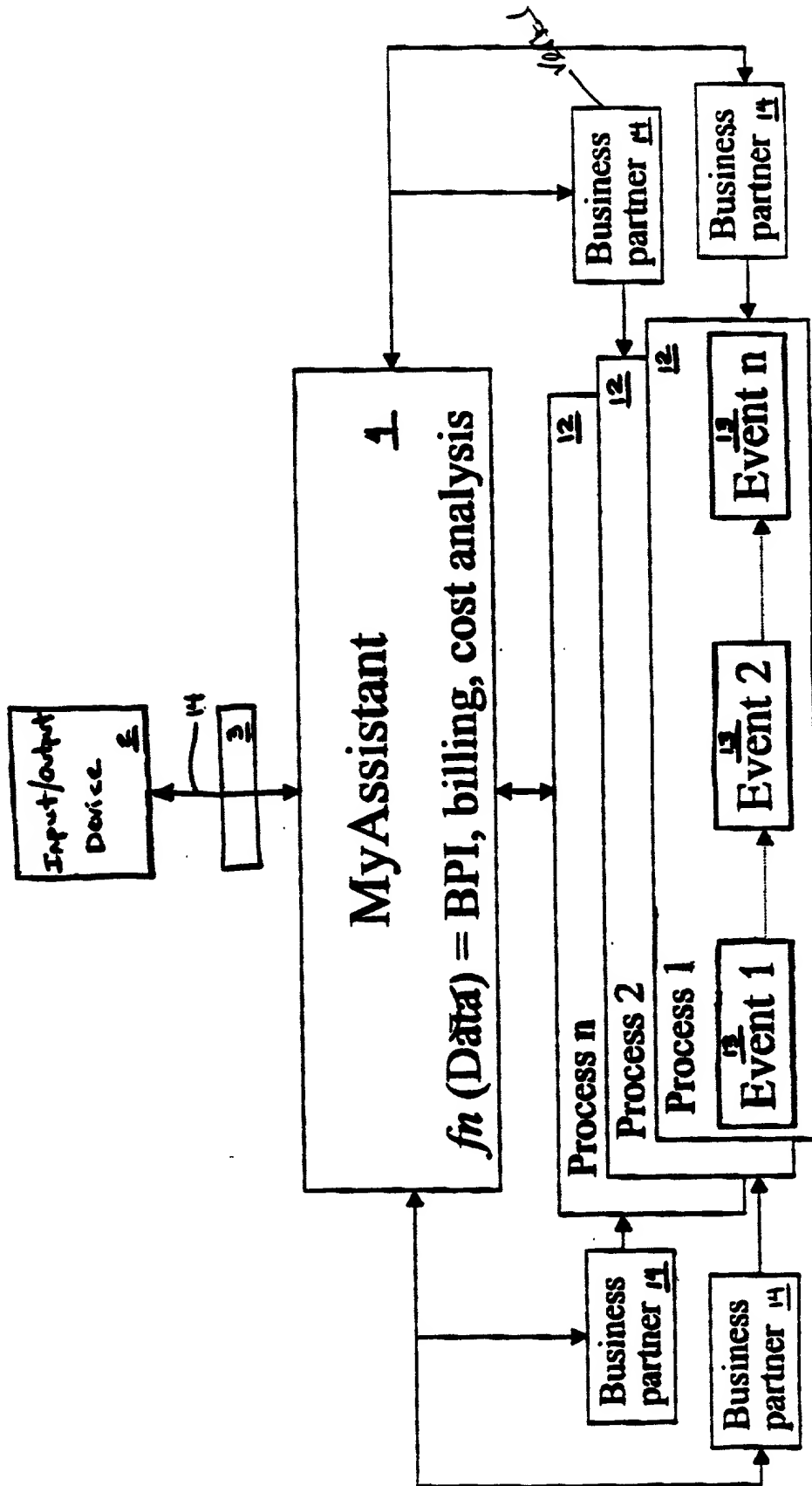


Figure 2

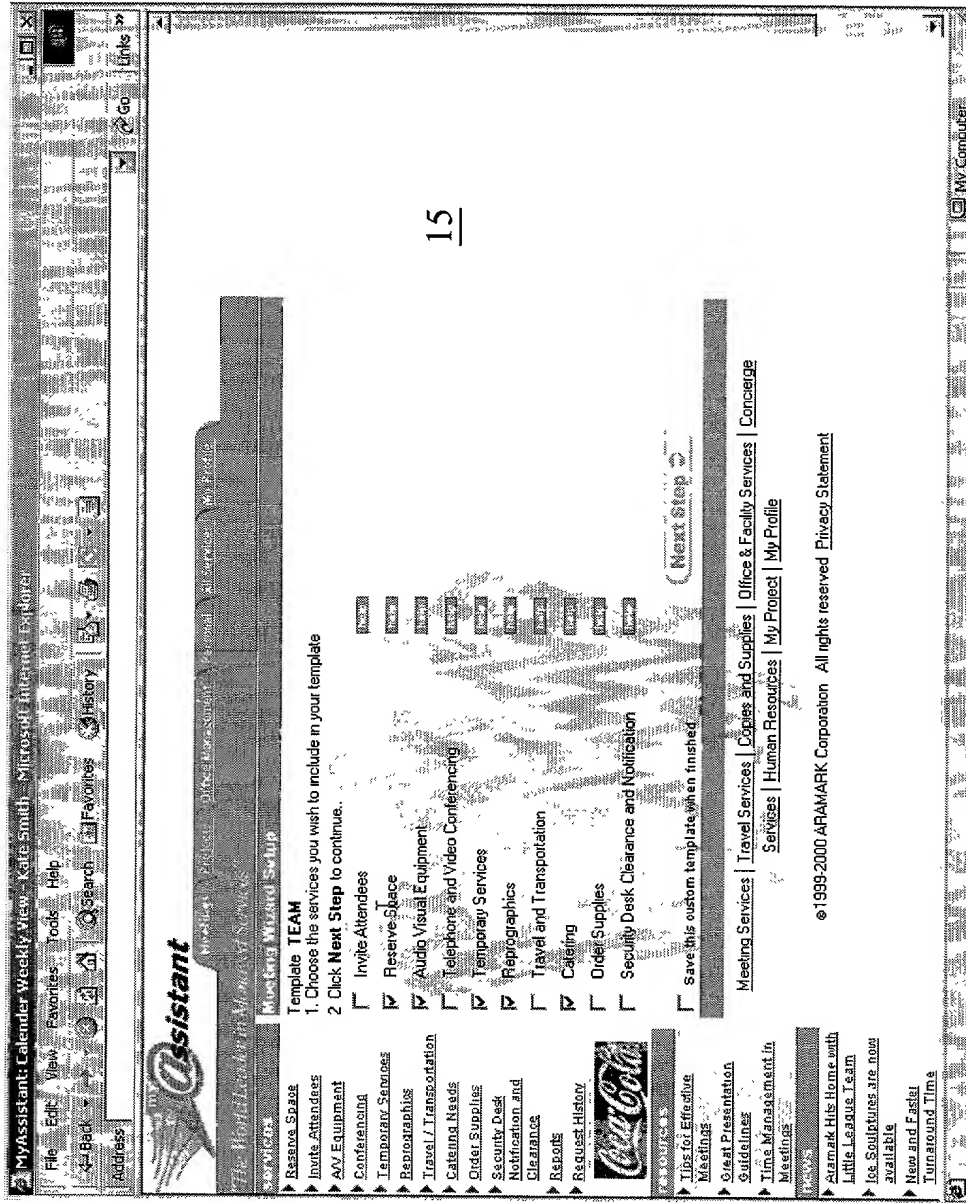


Figure 3

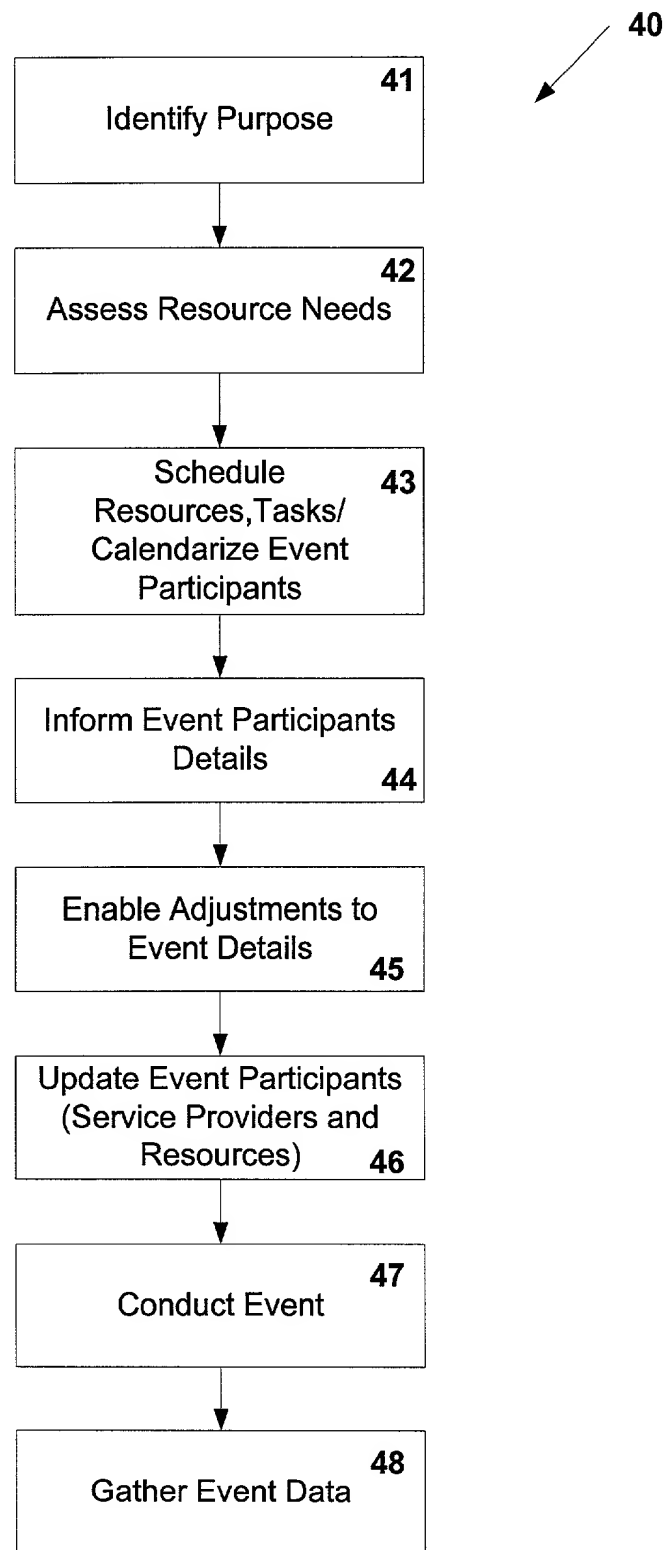


FIGURE 4

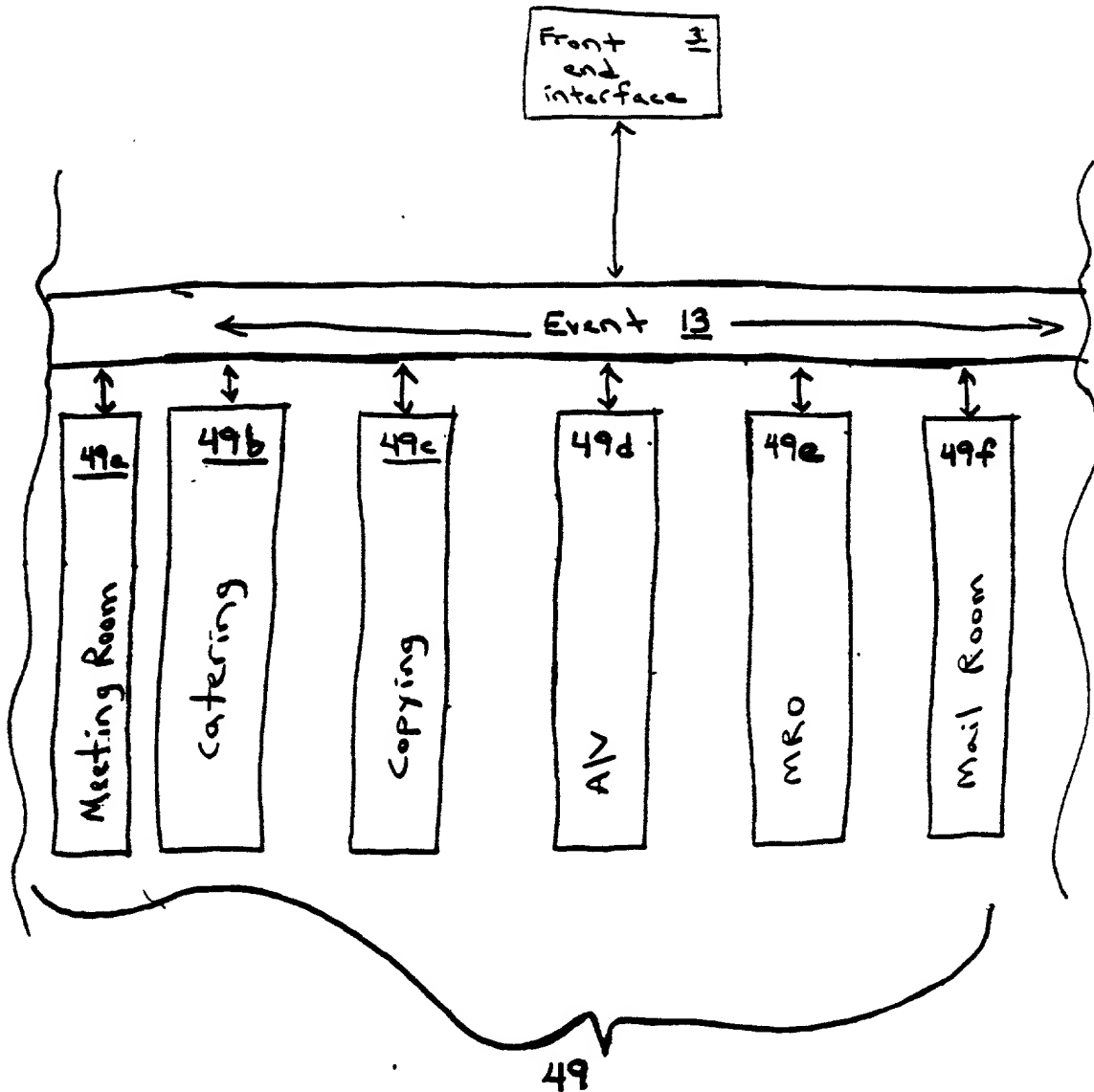


Figure 5

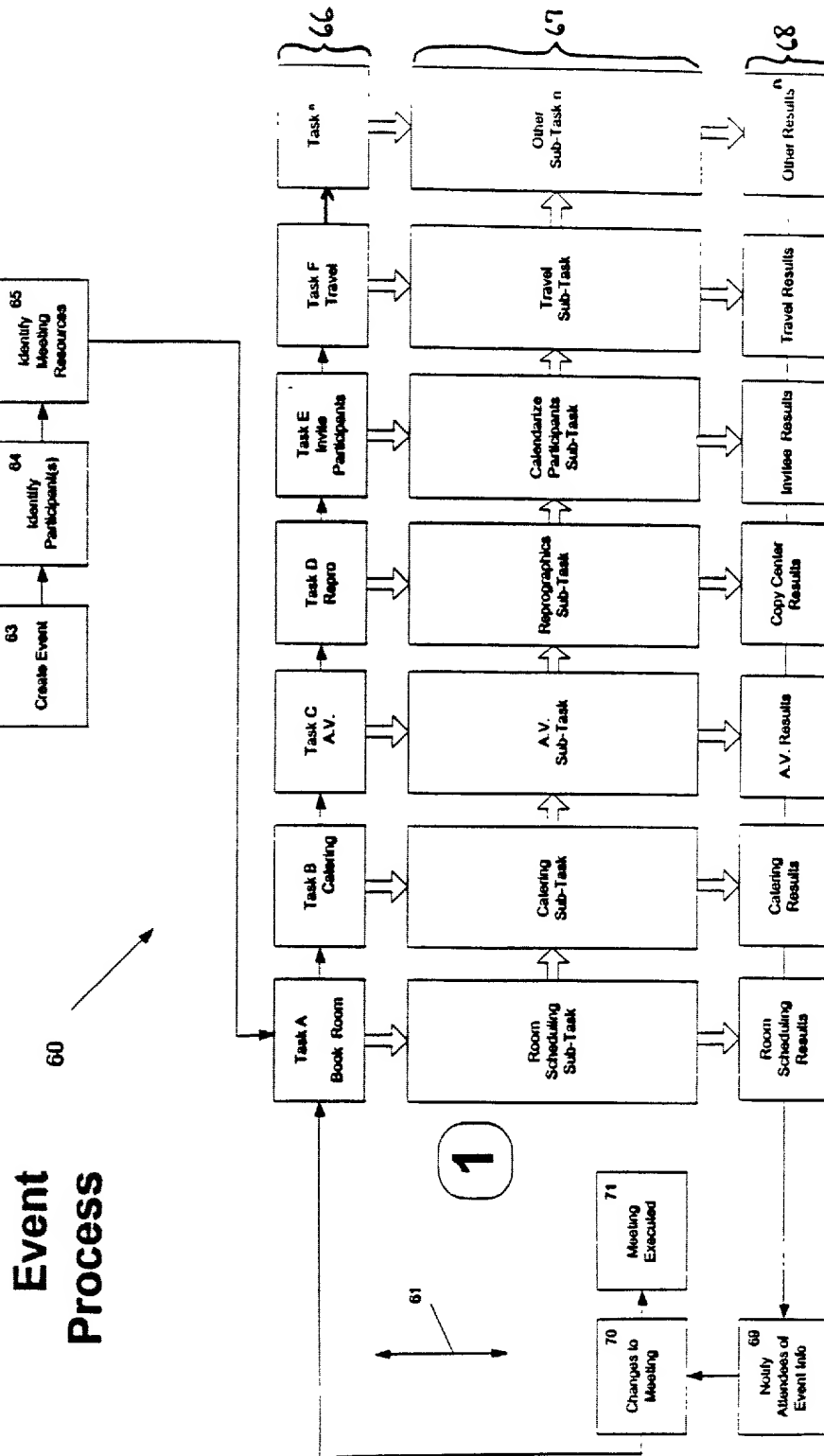
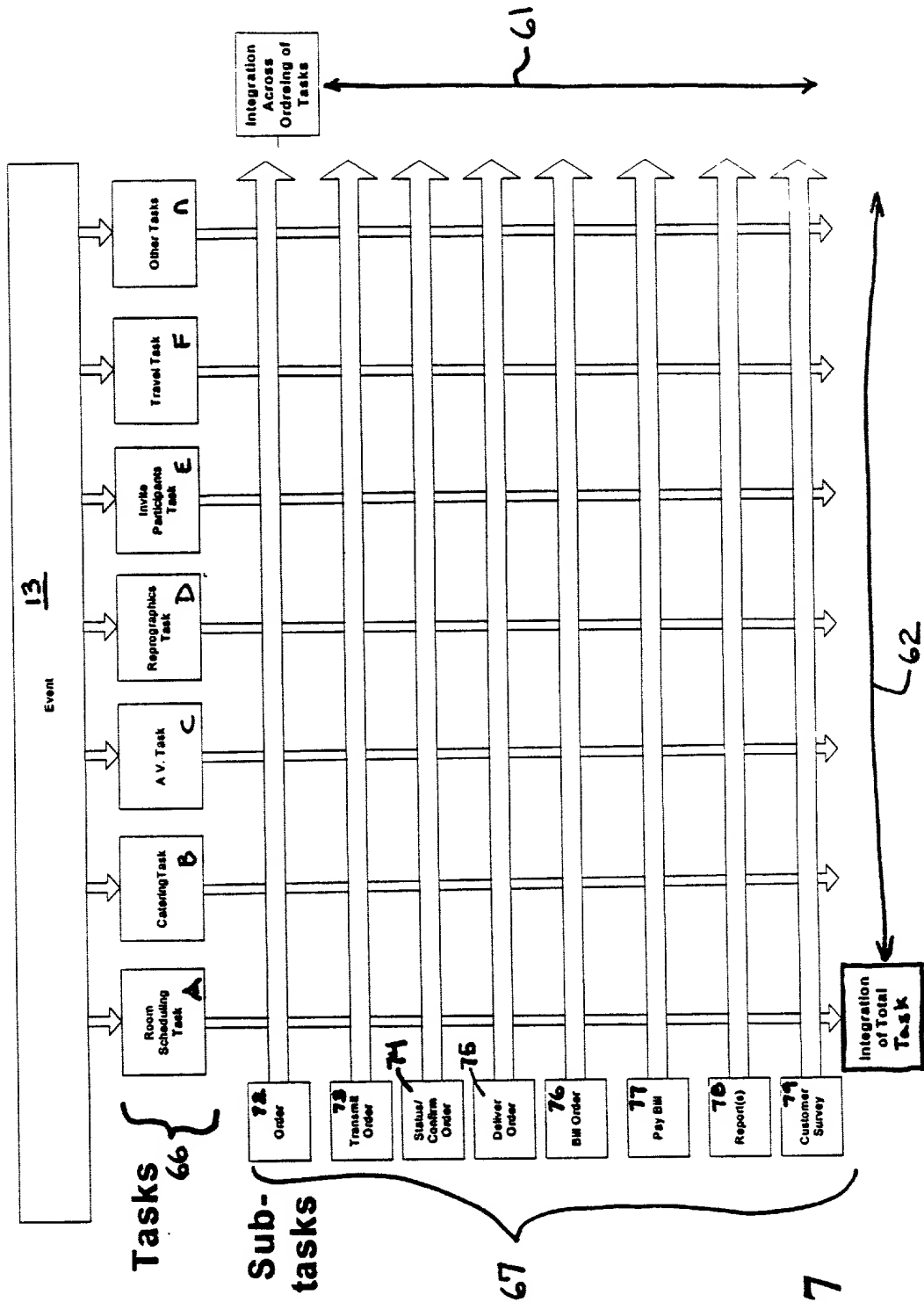


FIGURE 6



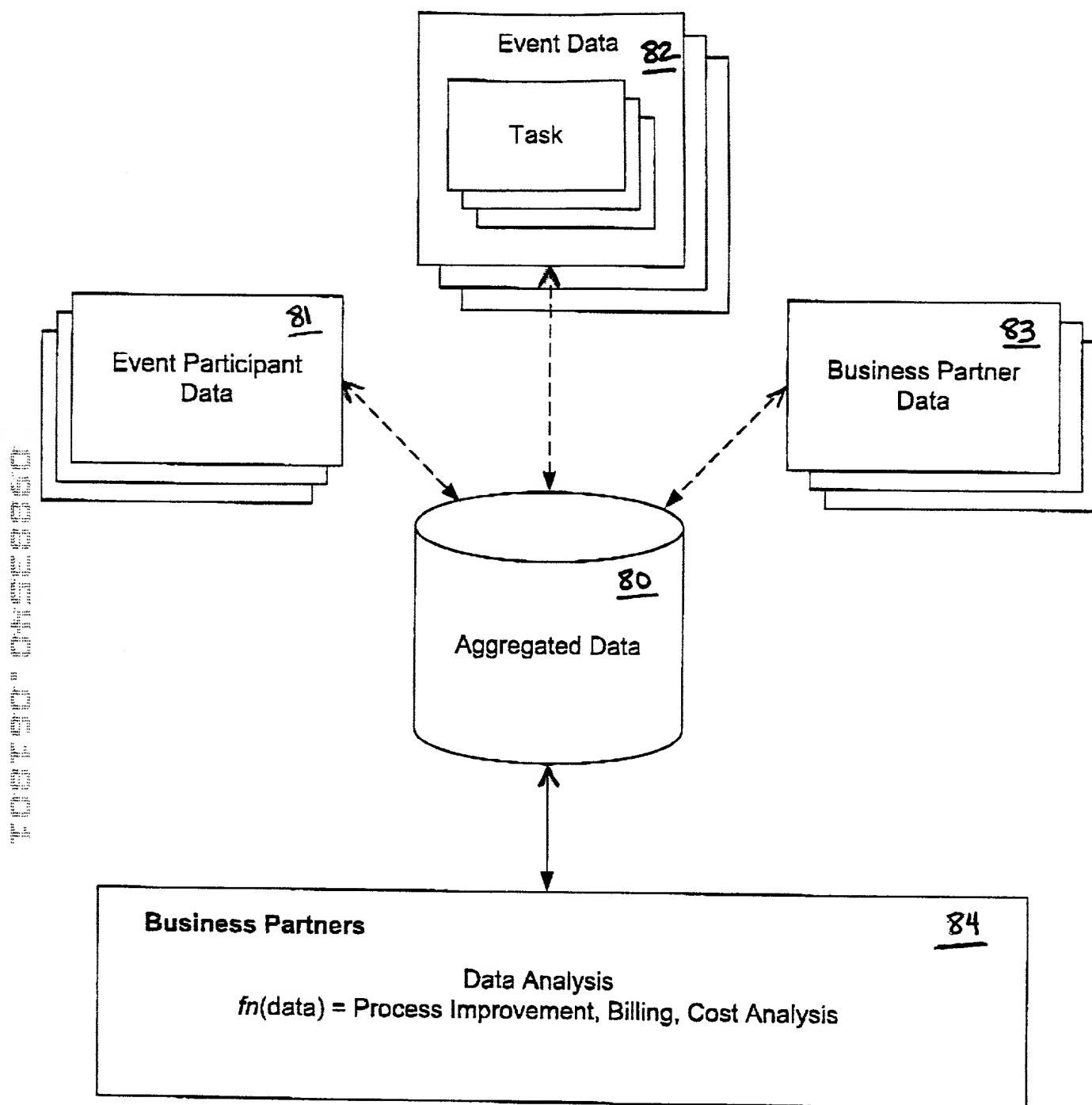


Figure 8
Data Aggregation

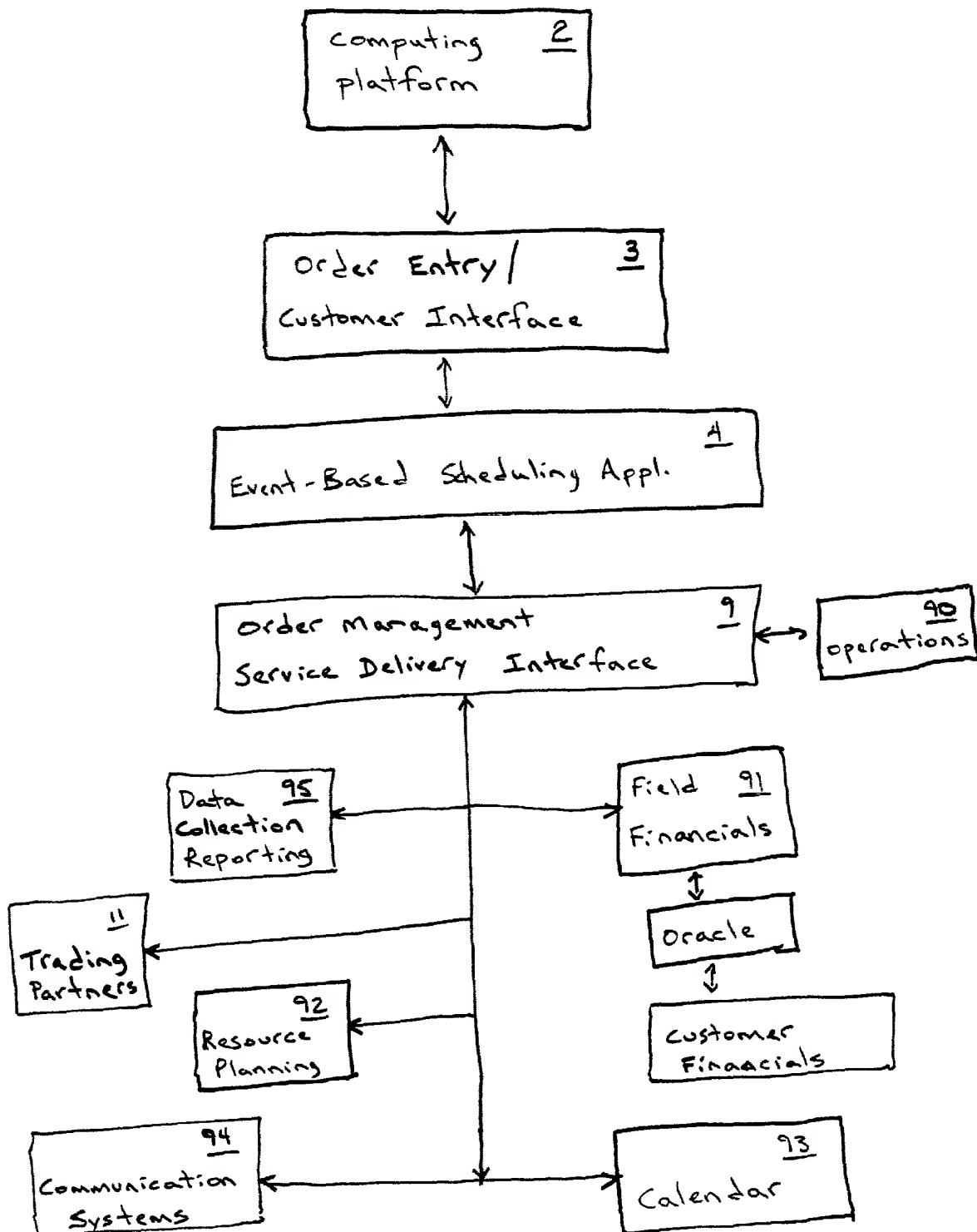


FIGURE 9

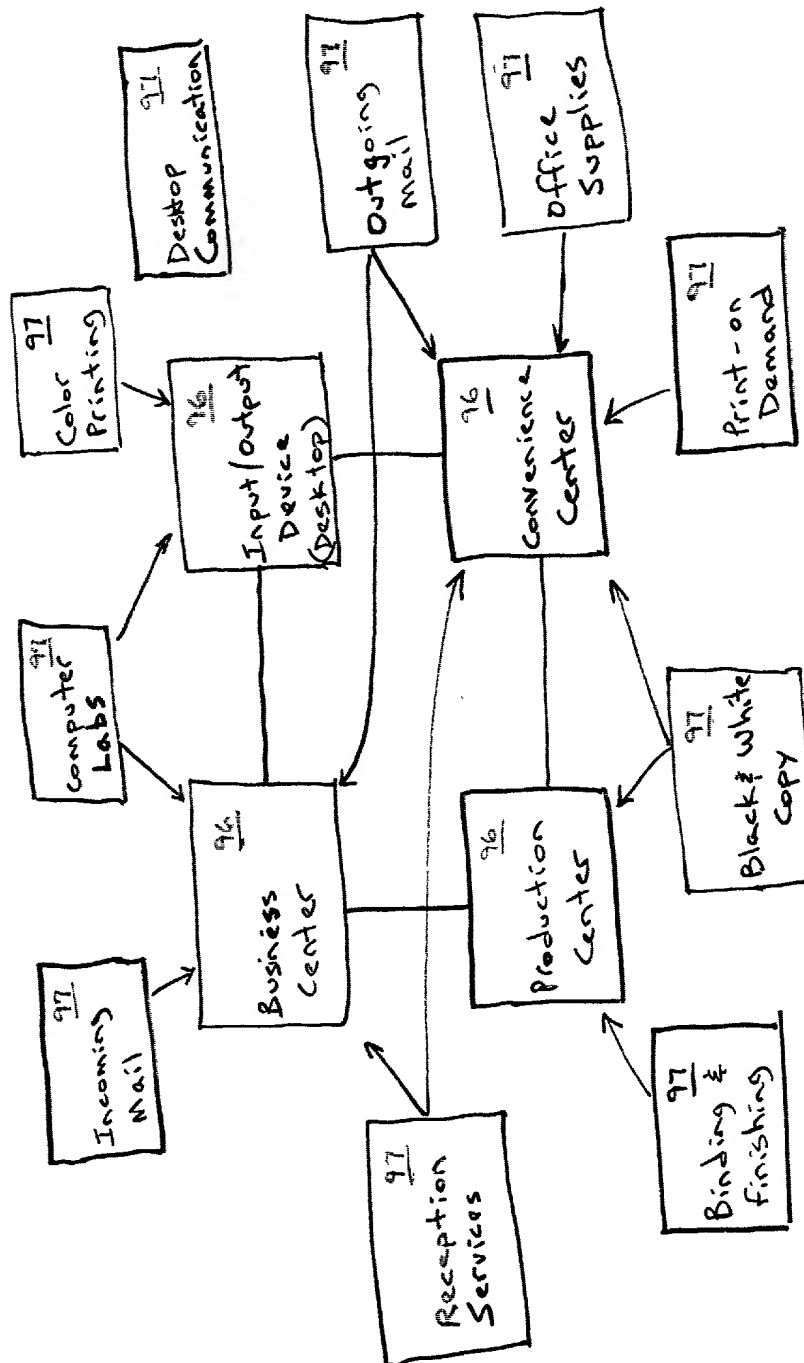


FIGURE 10

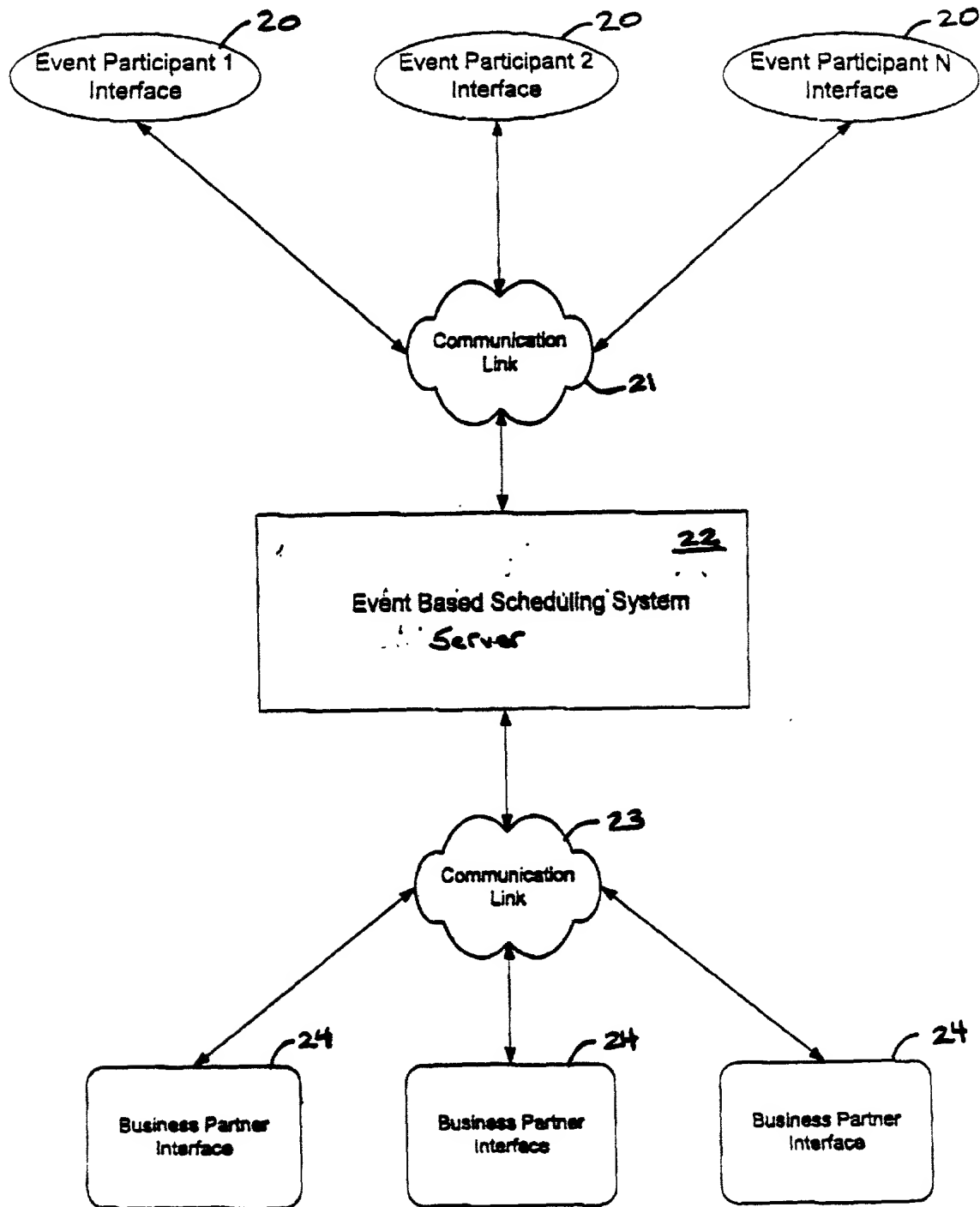


Figure 11
System Architecture
Centralized processing

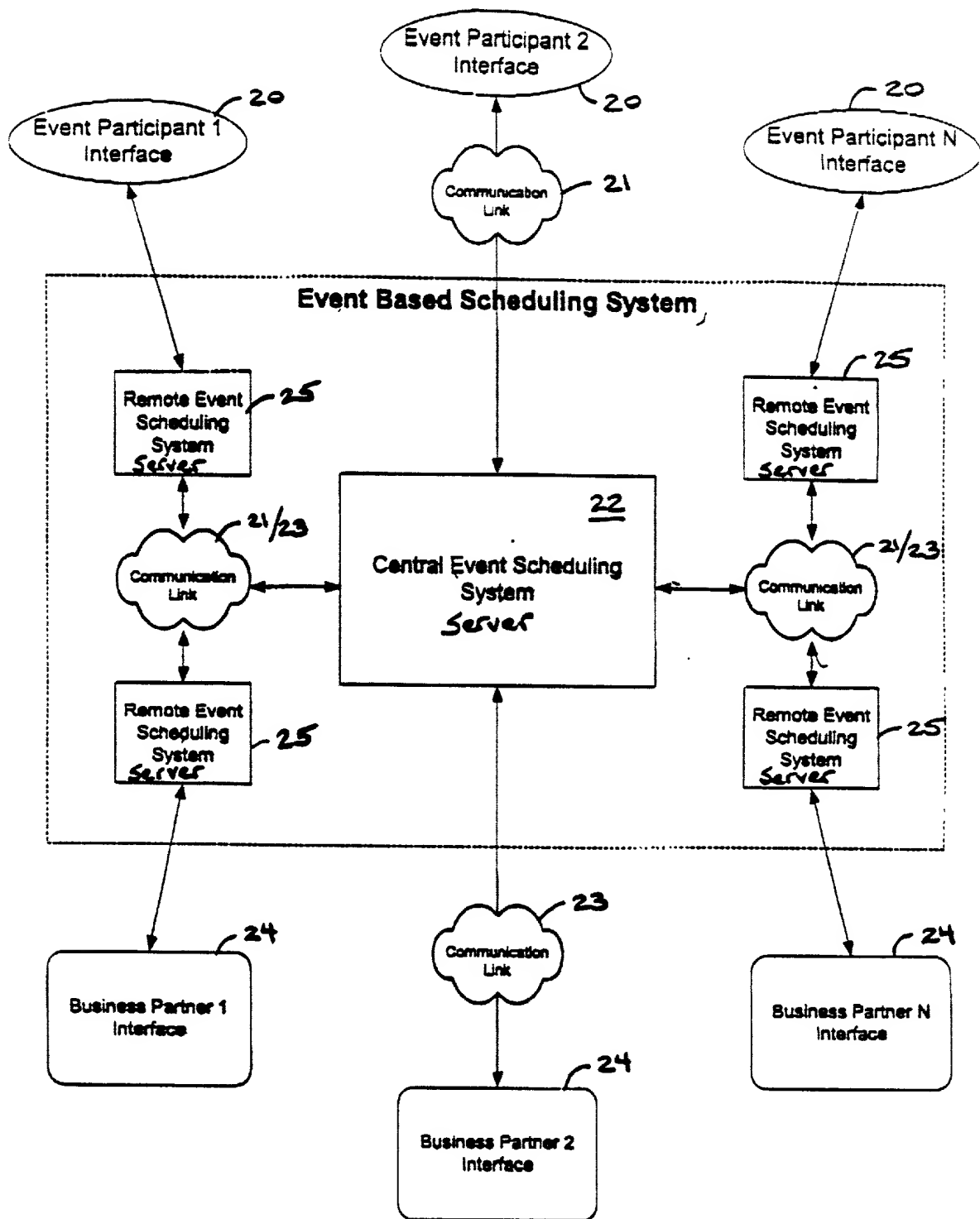


Figure 12
System Architecture
Decentralized Processing

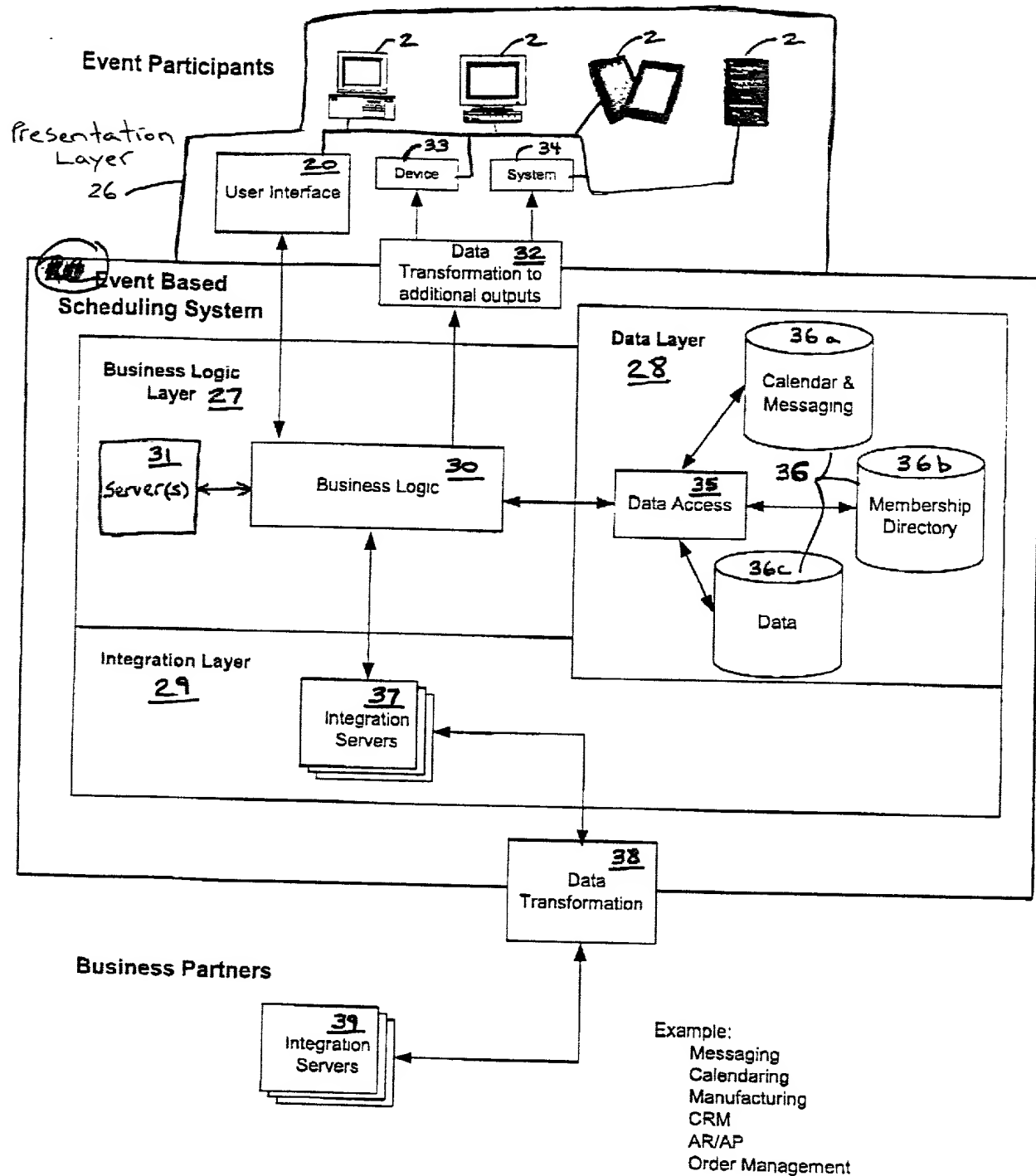


Figure 13
 System Architecture
 Detailed Design

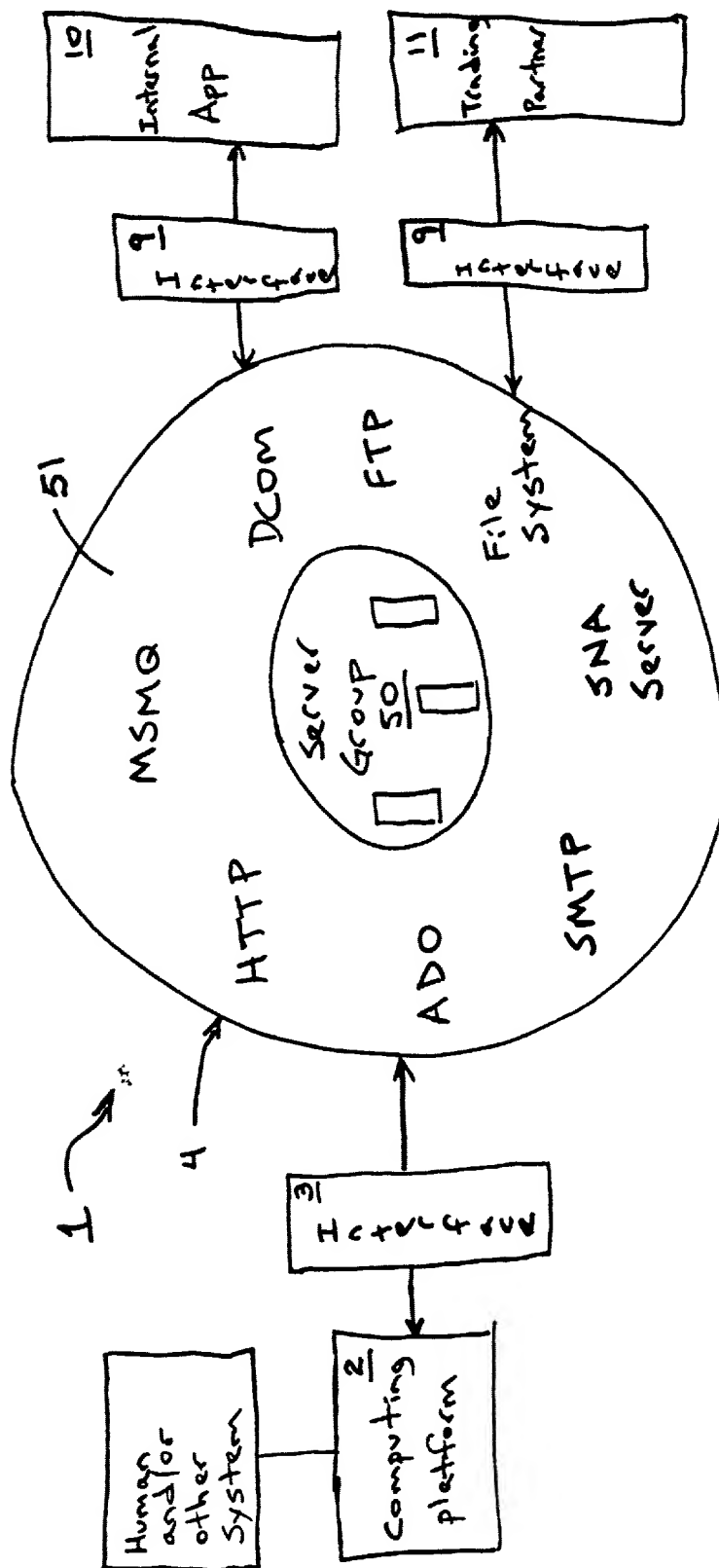


FIGURE 14

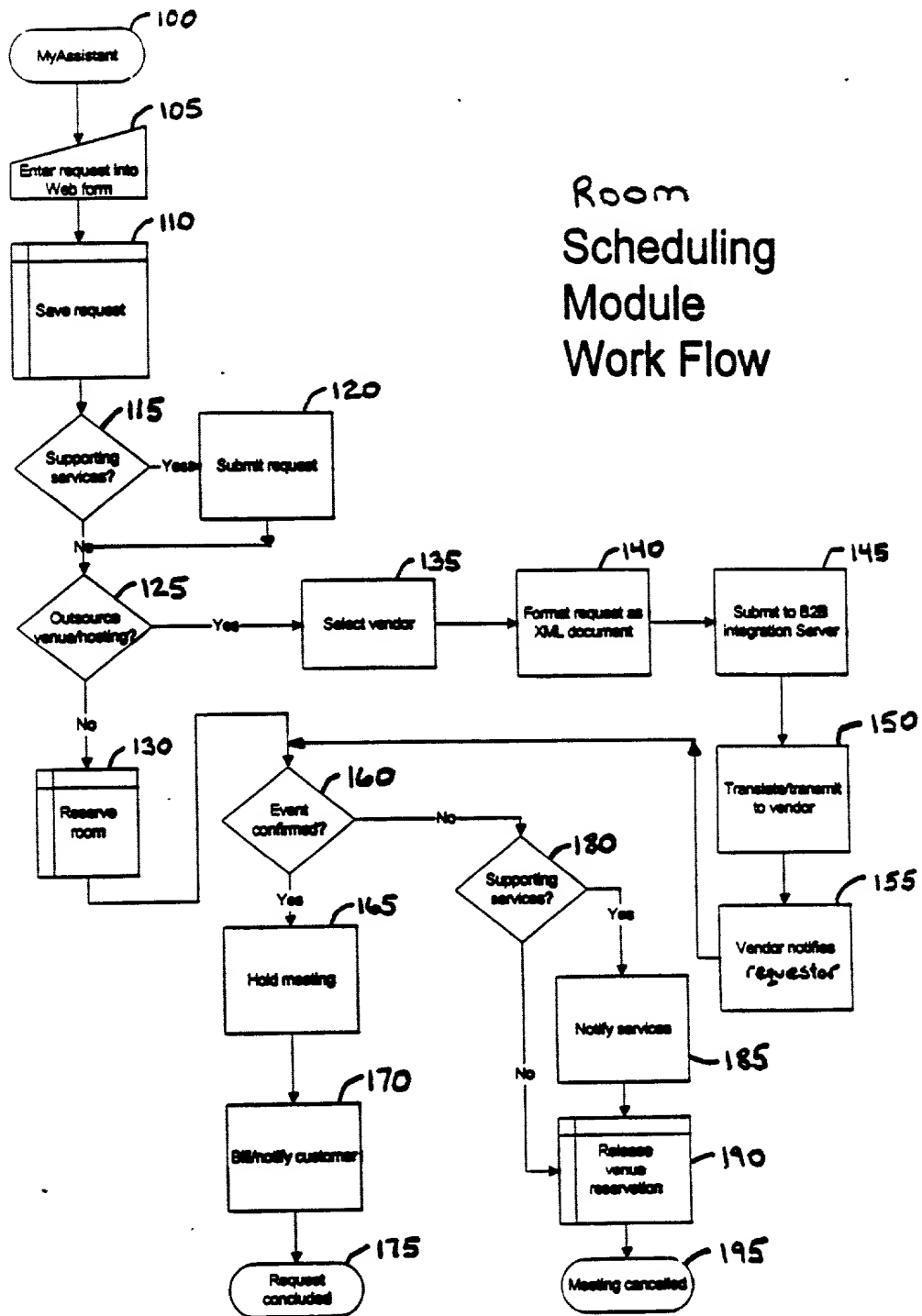


Figure 15

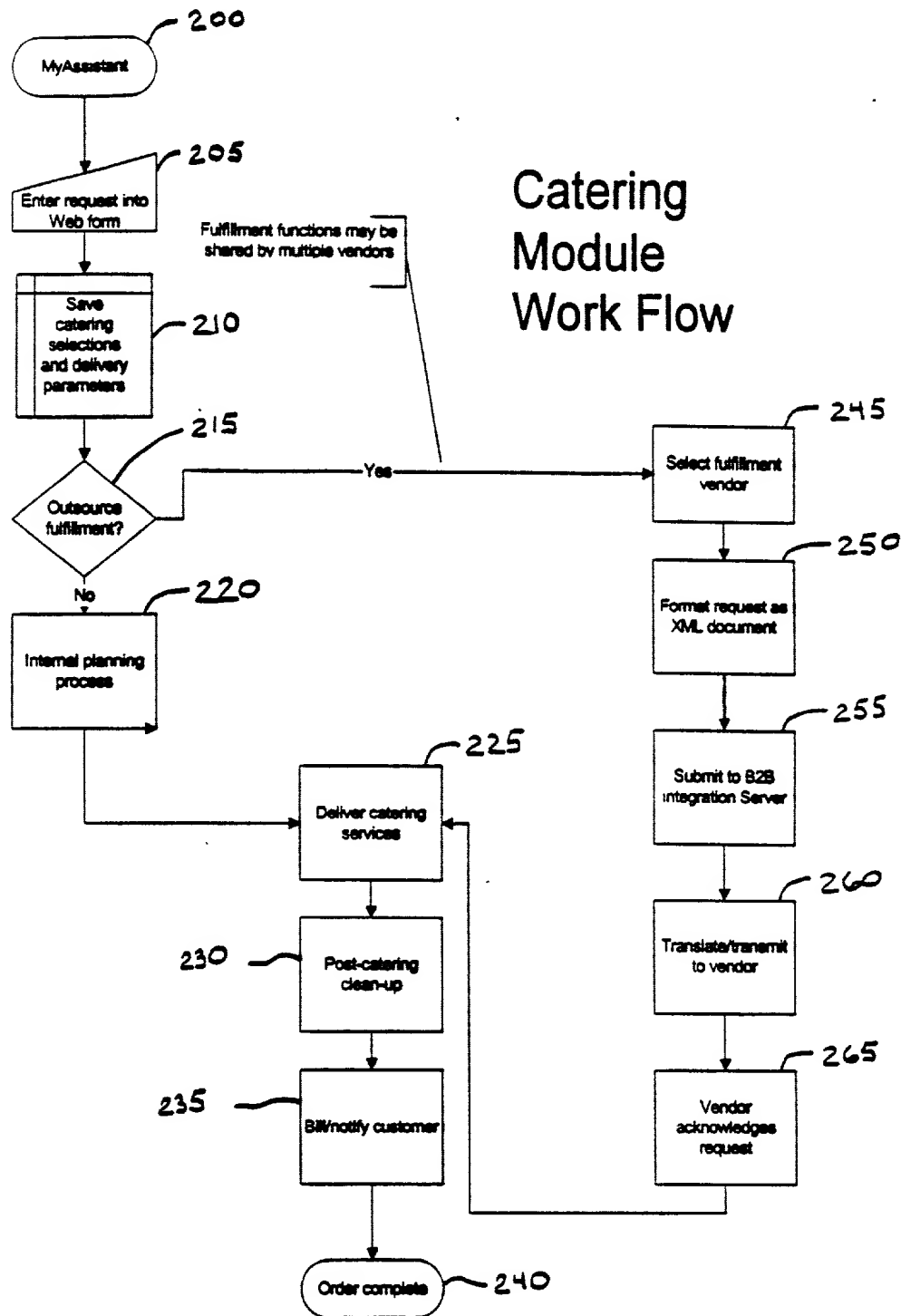


Figure 16

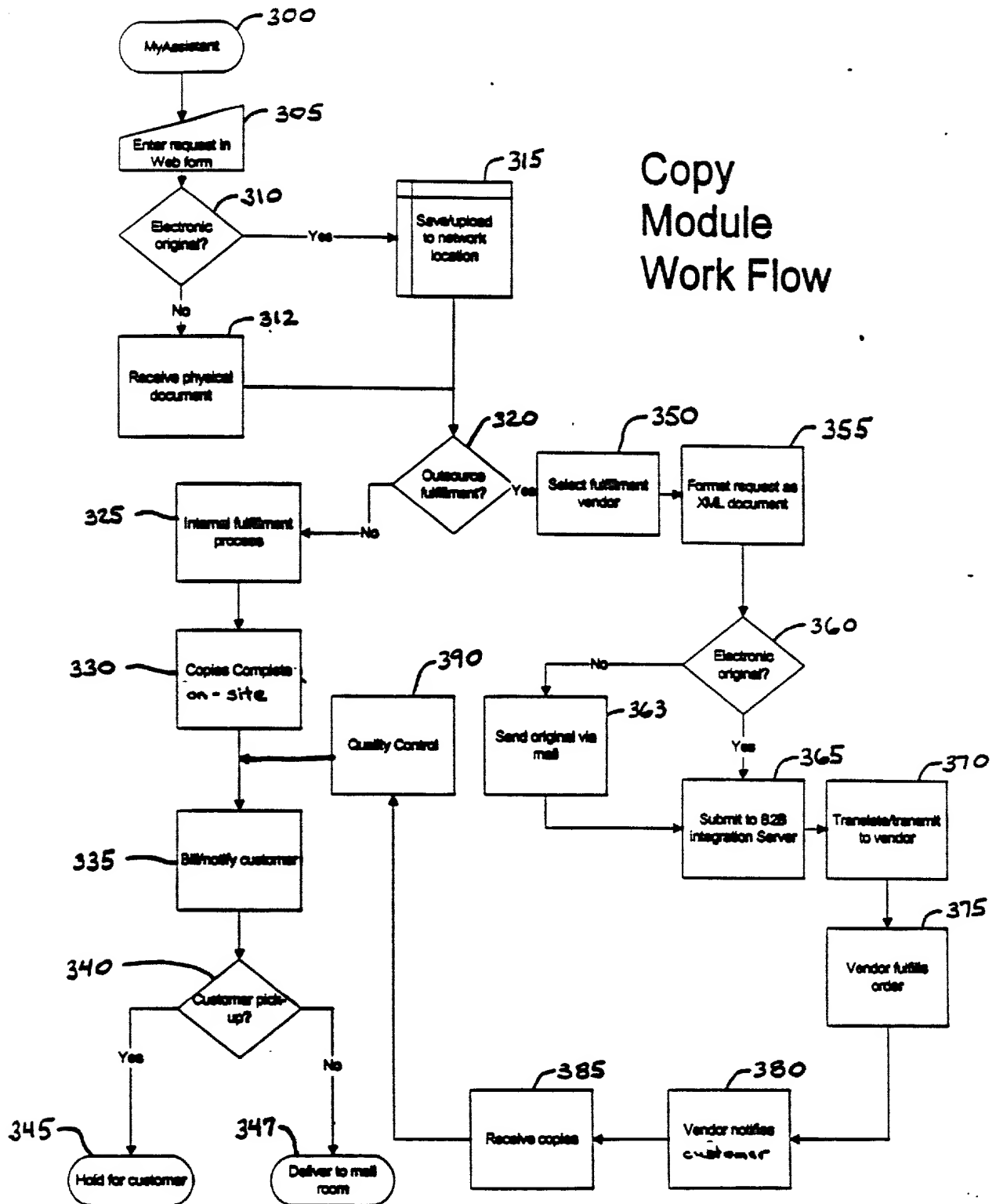


Figure 17

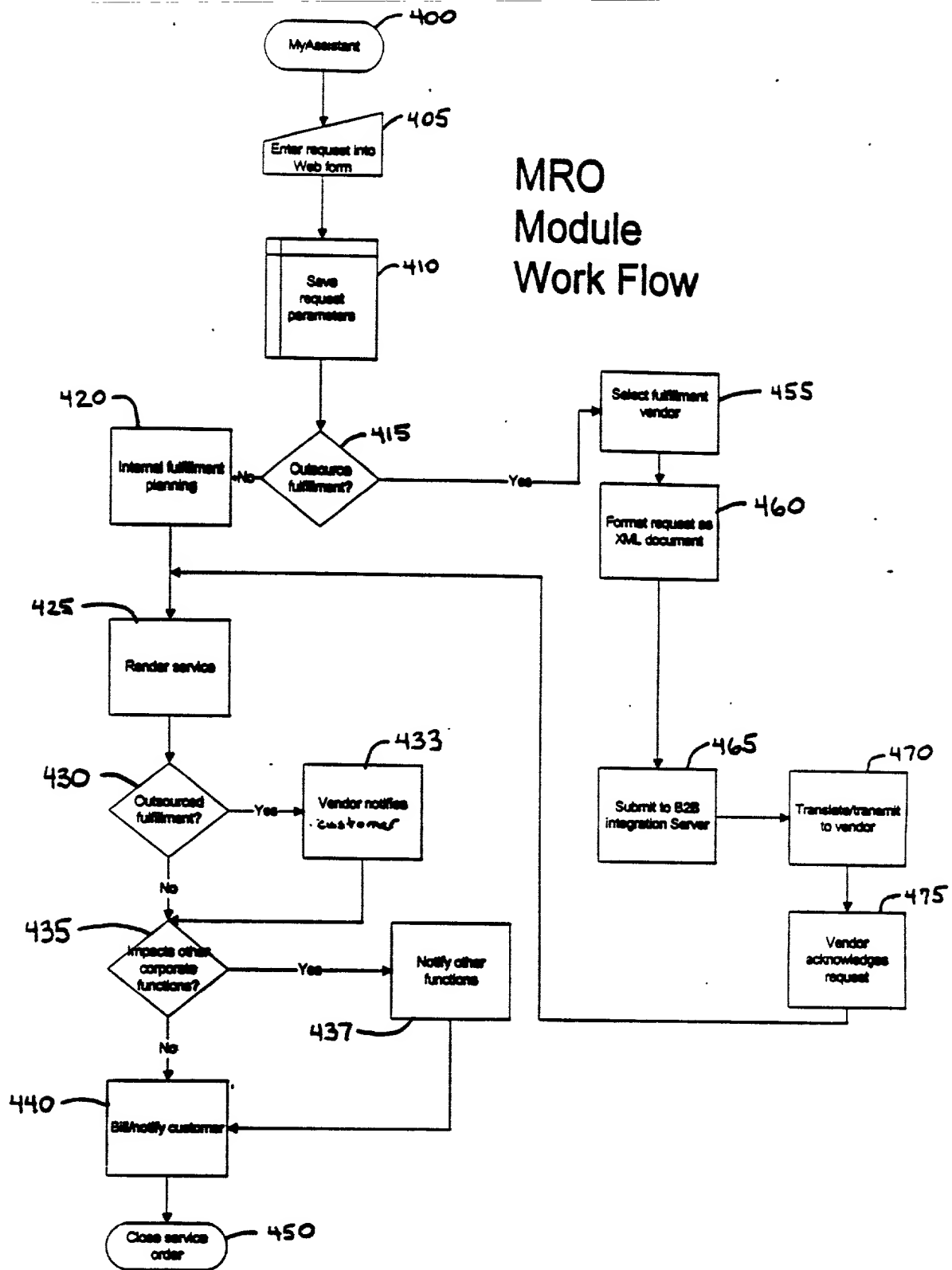


Figure 18

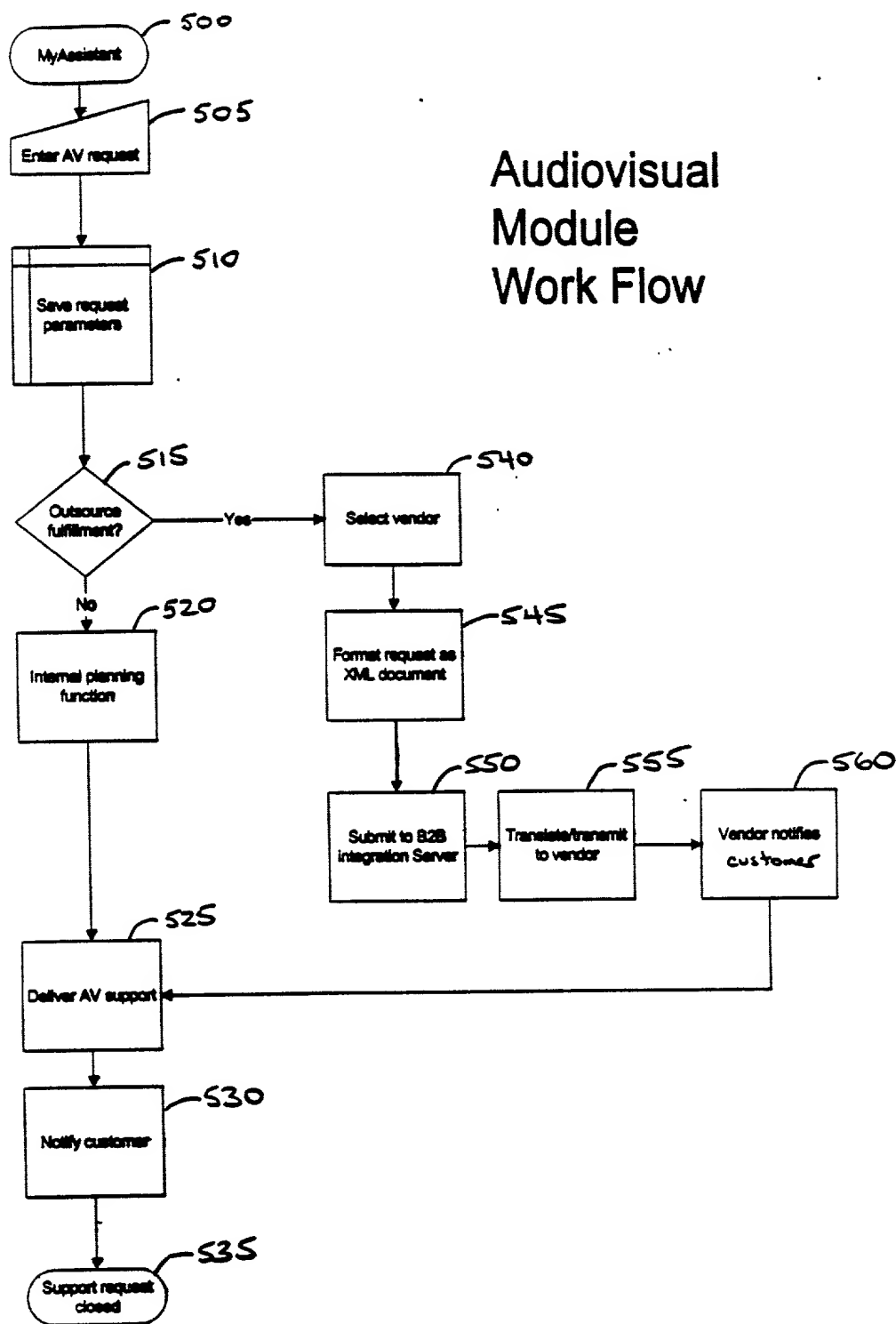


Figure 19

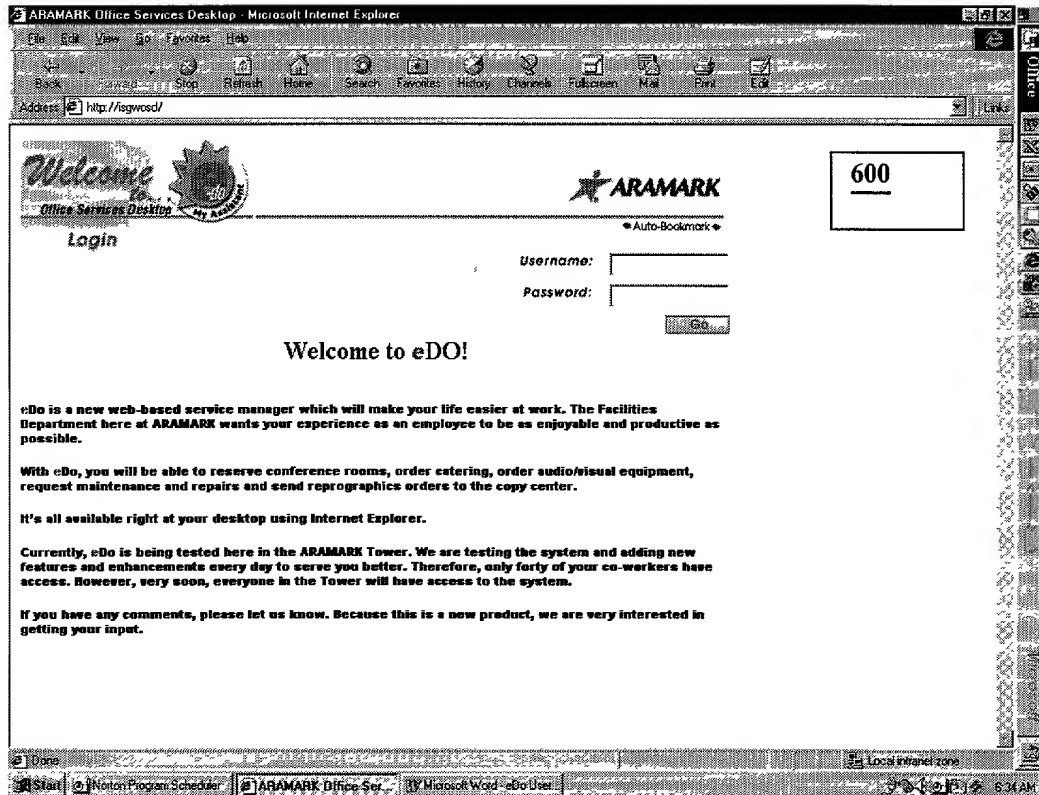


FIGURE 20

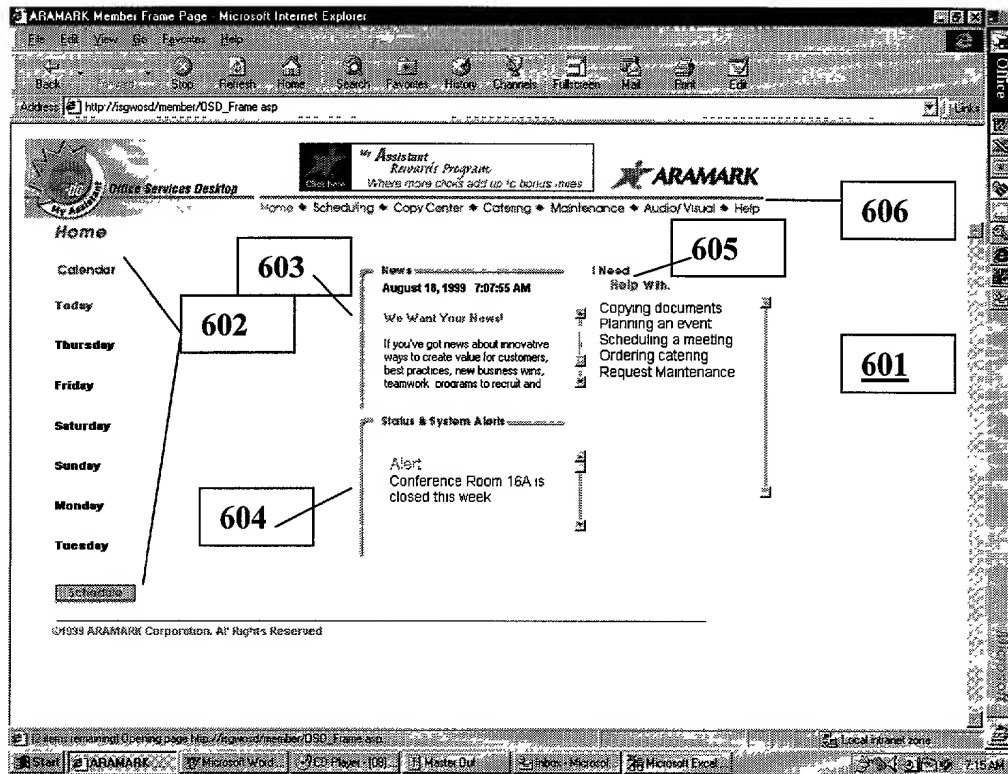


FIGURE 21

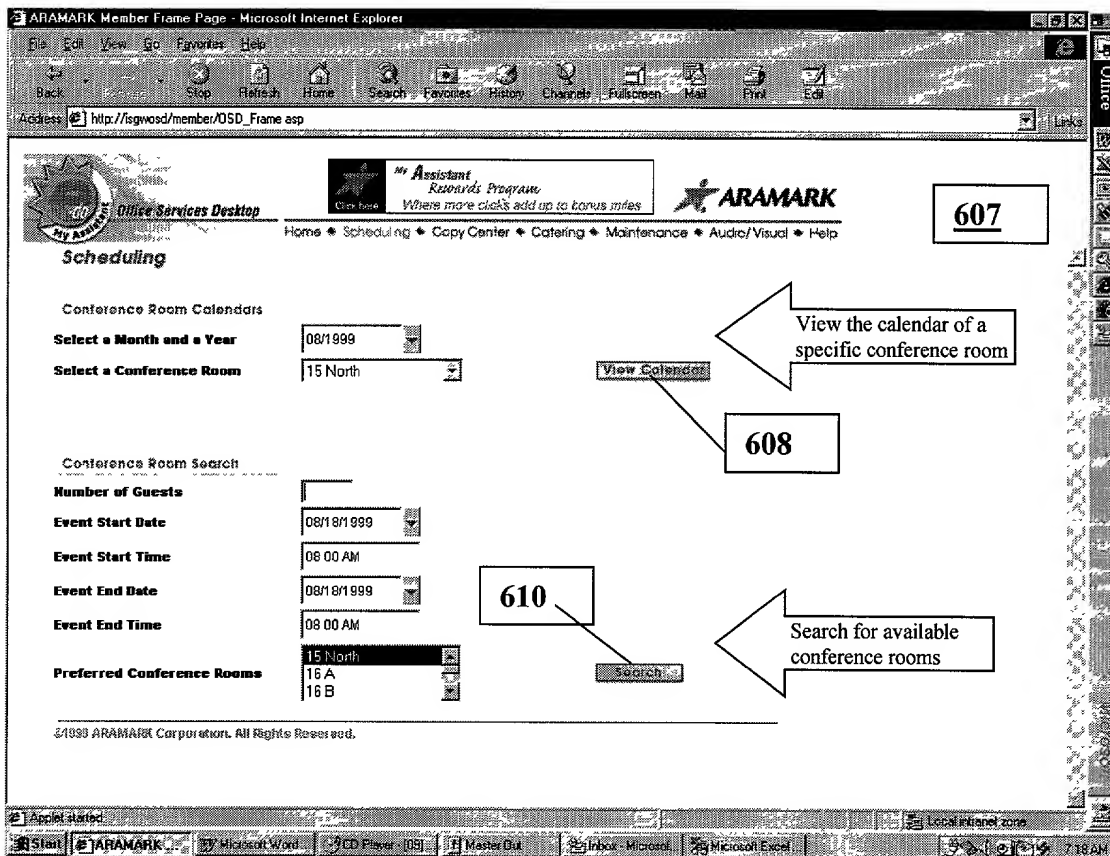


FIGURE 22A

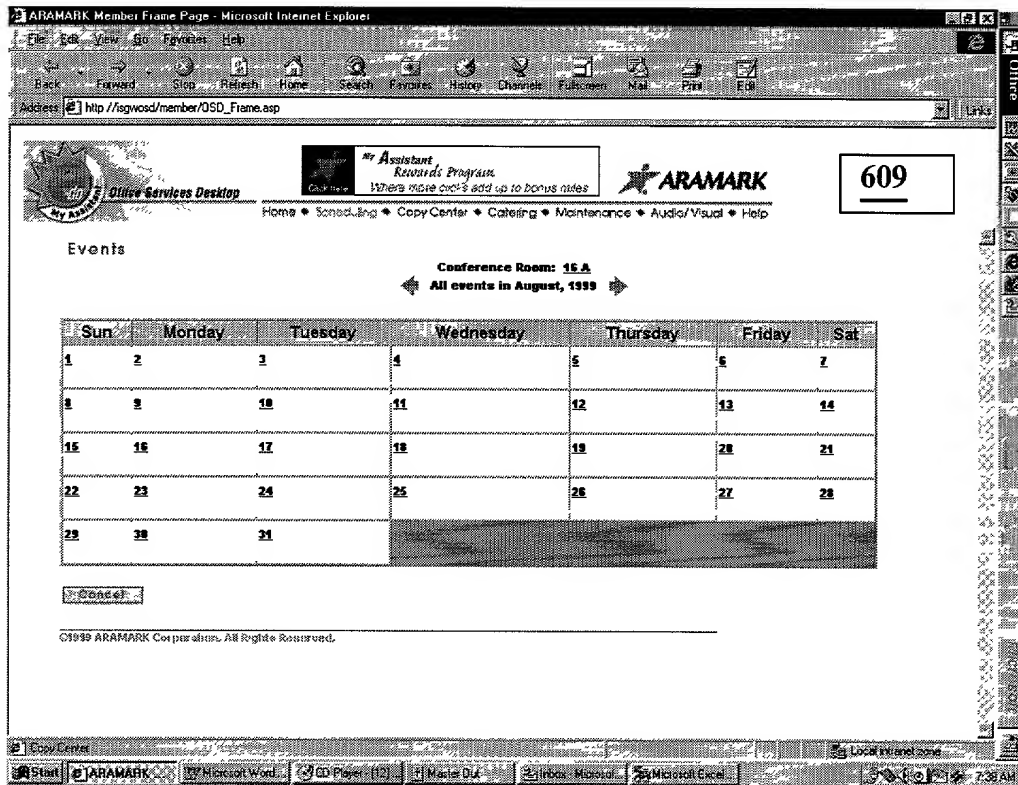


FIGURE 22B

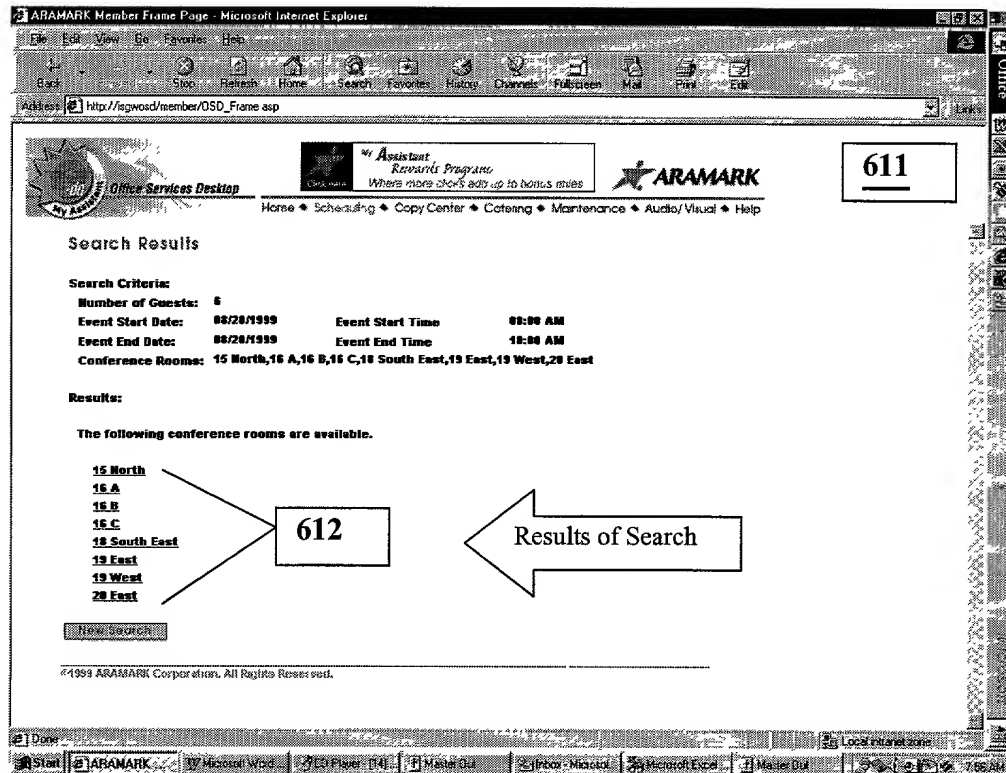


FIGURE 22C

The screenshot displays the ARAMARK web application interface within a Microsoft Internet Explorer browser window. The address bar shows the URL "http://www.aramark.com/". The page features a navigation menu with links: Home, Scheduling, Copy Center, Catering, Maintenance, Audio Visual, and Help. The main content area is titled "Scheduling" and includes a calendar view for Thursday, August 19. The calendar shows a grid of time slots from 12:00 AM to 11:00 PM. To the right of the calendar is a detailed scheduling form with the following fields:

- Contacts First Name: admin
- Contacts Last Name: admin
- Contacts Phone Number: (215) 222-2222
- Contacts Extension: 123
- Event Center: 12345
- Location: 16 North
- Number of Guests: 1
- Event Name:
- Start Date: 08/19/1999
- Start Time: 08:00 AM
- End Date: 08/19/1999
- End Time: 08:00 AM
- Room Layout: Center Style
- Additional Services: ☒

At the bottom of the form are "Submit" and "Cancel" buttons. The browser's taskbar at the bottom shows several open applications, including ARAMARK, Microsoft Word, and Microsoft Excel.

FIGURE 22D

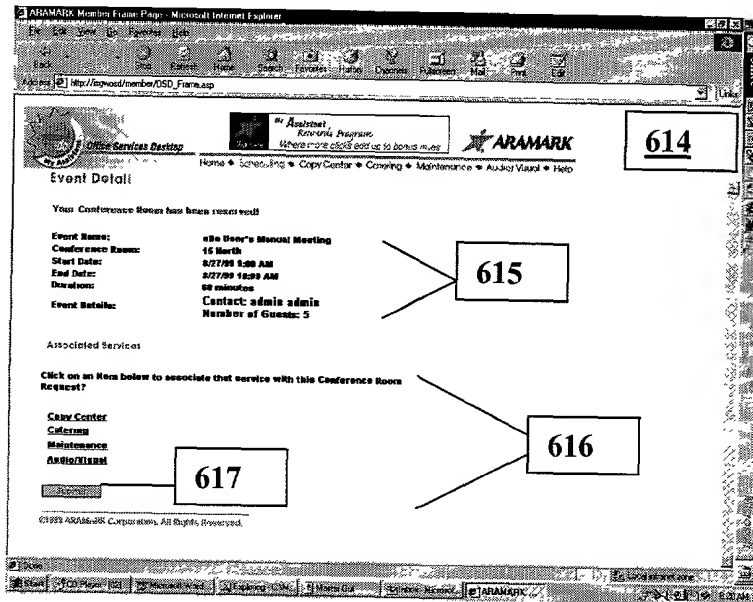


FIGURE 23A

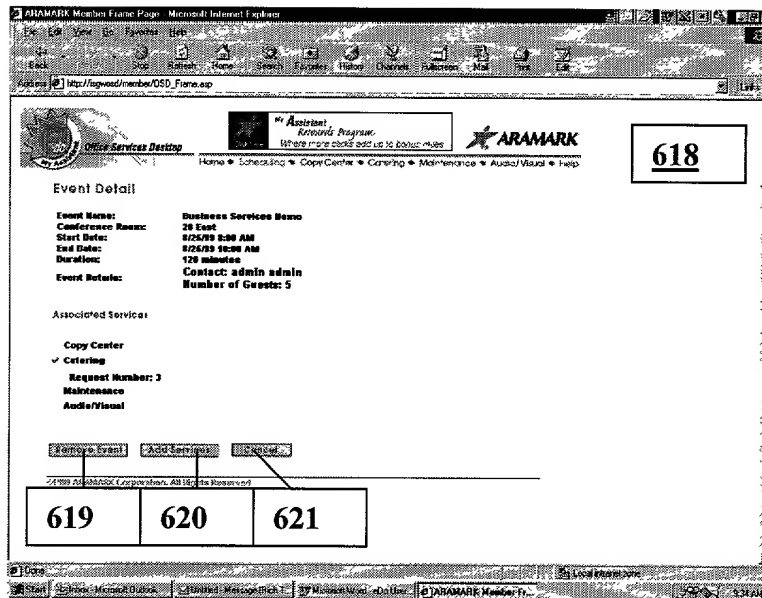


FIGURE 23B

ARAMARK Member Home Page - Microsoft Internet Explorer

Address: http://www.aramark.com/Member/DSO_Frame.asp

ARAMARK

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Home • Scheduling • Copy Center • Catering • Maintenance • Audio/Visual • Help

Catering

Express Catering Request

Contacts First Name: admin

Contacts Last Name: admin

Contacts Phone Number: (215) 222-2222

Contacts Extension: 123

Print Center: 12345

Event Name:

Location: ARAMARK Tower

Submitted Requests

Date of Event	Event Name
12/14/08 8:00 AM	Training
12/14/08 9:00 AM	Training
12/14/08 10:00 AM	Meeting planners
12/14/08 11:00 AM	Event space

E-mail copy of request to: brittenbach-matthew@aramark.com

Number of Guests:

The following event will be from:

Start Date: 12/14/08

End Date: 12/14/08

Start Time: 08:00 AM

End Time: 08:00 AM

Special Dietary Needs: None, Vegetarian, Diabetic

Extras: None, Ice Carving, Linen

Registration

FIGURE 24A

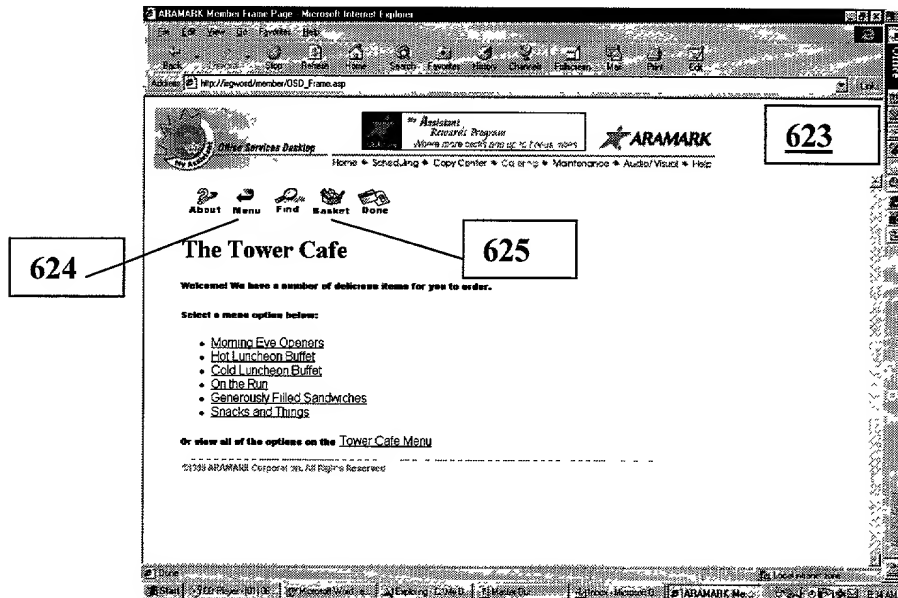


FIGURE 24B

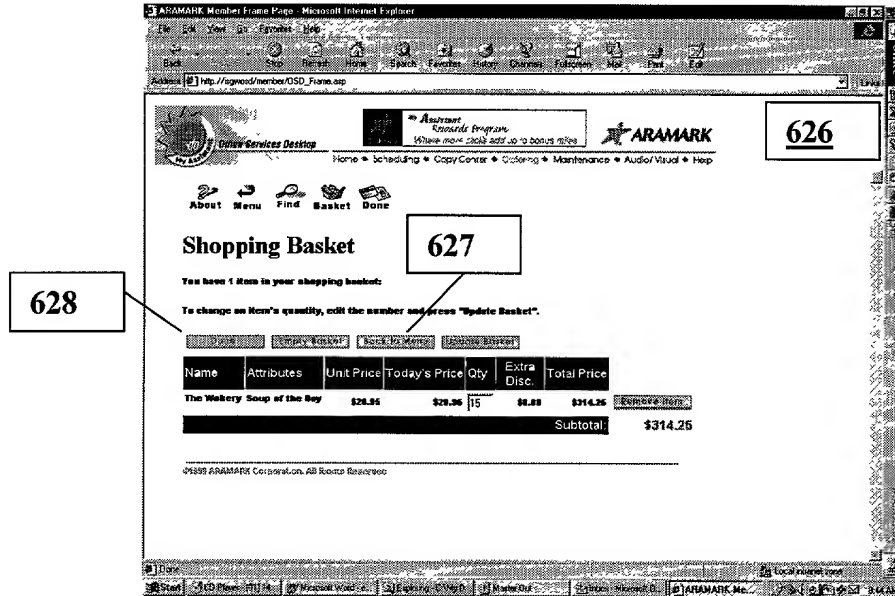


FIGURE 24C

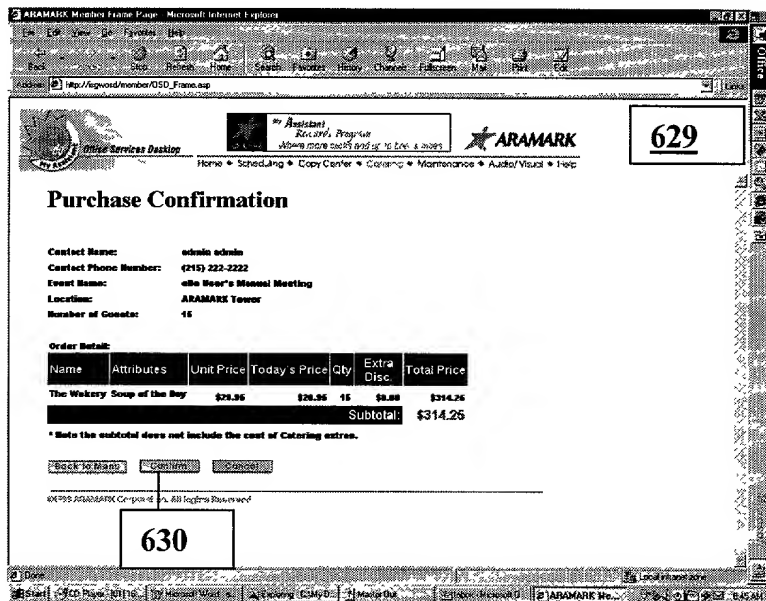


FIGURE 25

ARAMARK Member Home Page - Microsoft Internet Explorer

Address [E] http://sgwond/member/ASD_Frame.asp

ARAMARK Member Home Page

Audio/Visual

Audio Visual Request

Contacts First Name: [admin]
Contacts Last Name: [admin]
Contacts Phone Number: [(215) 222-2222]
Contacts Extension: [123]
Profit Center: [12345]
Account Number: [1234]
Location: [ARAMARK Tower]

Submitted Requests

Date Submitted	Description
07/09/99 2:00:00 PM	Please supply pens and legal
07/09/99 2:48:32 PM	Please have equipment operat
07/09/99 11:14:17 AM	
07/09/99 5:49:43 AM	Need Kleenex for special event

E-mail copy of request for: [breitenbach-matlow@aramark.com]
Department: [IS]

The following equipment will be needed from:

Start Date: [] Start Time: [08:00 AM]
End Date: [] End Time: [09:00 AM]

Enter the quantity needed next to the requested Audio Visual Items:

Audio Visual Equipment

<input type="checkbox"/> Computer Projector (\$100 per day)	<input type="checkbox"/> Lockers	<input type="checkbox"/> Chart Easel
<input type="checkbox"/> Electronic Whiteboard	<input type="checkbox"/> Microphone	<input type="checkbox"/> Sign Easel
<input type="checkbox"/> Slide Projector	<input type="checkbox"/> Conference Telephone	<input type="checkbox"/> Extra Chairs

FIGURE 26

ARAMARK Member Home Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://speed/member/OSD_Frame.asp

Mr. Assistant
ARAMARK's Program
Always make calls and up to 100% savings

ARAMARK

Home • Scheduling • Copy Center • Catering • Maintenance • Audio/Visual • Help

Maintenance

Maintenance Requests

Contacts First Name: [Admin]
 Contacts Last Name: [Admin]
 Contacts Phone Number: [215] 222-2222
 Contacts Extension: [123]
 Profile Center: [12345]
 Account Number: [1234]
 Location: [ARAMARK Tower]
 Preferred Service Rate: []
 Required Service Rate: []

Submitted Requests

Date Submitted	Description
8/10/99 2:15:13 PM	There is a leak in the ceiling of
8/10/99 2:33:37 PM	Please have a dumpster availa
8/10/99 2:30:34 PM	There is vomit on the 31st floor
8/10/99 2:25:04 PM	Window has broken in the lobby

E-mail copy of request to: [brokenbach-matthew@aramark.com]
 Department: [IS]
 Preferred Service Time: [08:00 AM]
 Required Service Time: [08:00 AM]

Janitorial Services

☐ Clean spills
☐ Empty Trash
☐ Bathroom Issues
☐ Dumpster Request
☐ Leaks
☐ Food clean up

Minor Maintenance

☐ Keys
☐ Stuck Drawer
☐ Keyboard tray Issues
☐ Light bulb Issues
☐ Electrical problems
☐ Broken chair

Major Maintenance

☐ Reconfigure cubical
☐ Reconfigure office
☐ Painting
☐ Office construction

ARAMARK Member Home Page

Figure 27

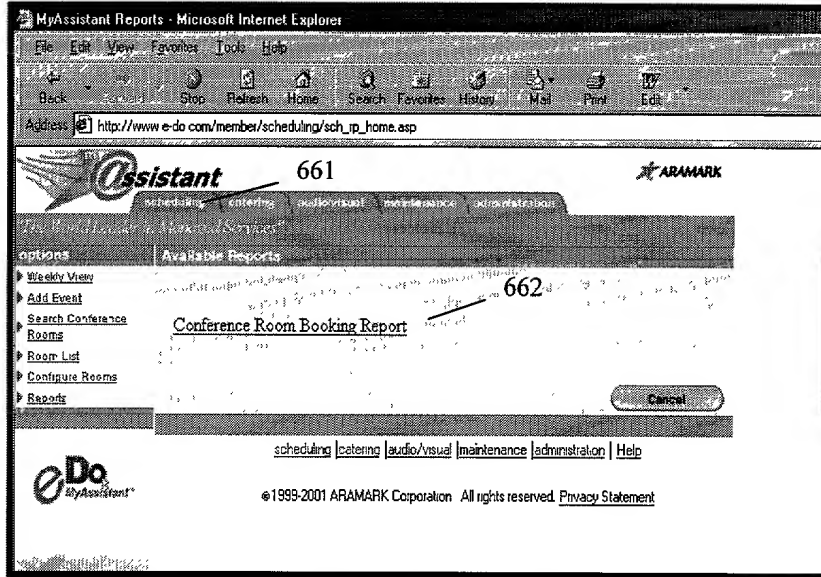


FIGURE 28A

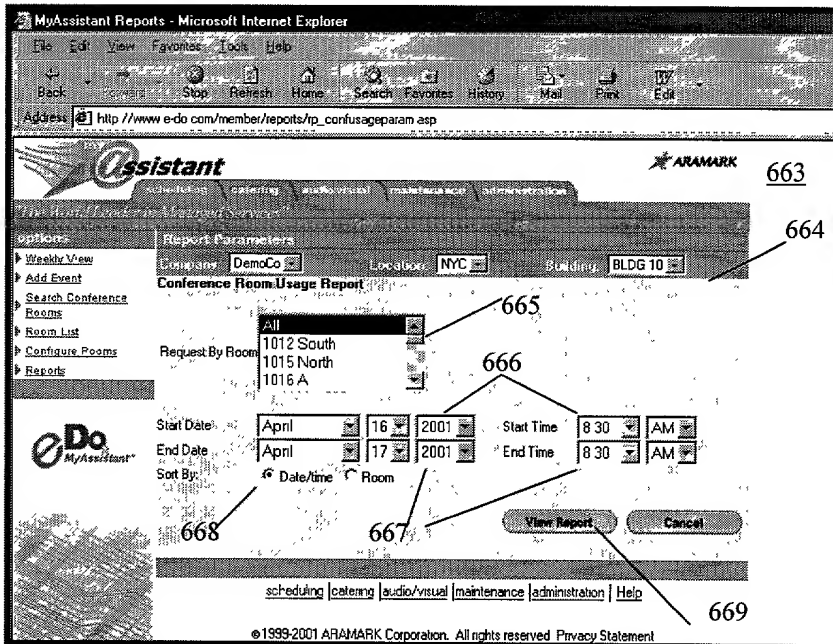


FIGURE 28B

Conference Room Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://www.e-do.com/member/reports/ap_confusage.asp

Conference Room Report

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Requestor	Room	Event Name	Guests No.	Start D/T	End D/T
DemoUser1	1012 South	Sales Meeting	6	4/17/2001 8:30:00 AM	4/17/2001 5:00:00 PM
mbwest	1012 South	Buyer	25	4/20/2001 8:30:00 AM	4/20/2001 5:00:00 PM
DemoUser2	1012 South	Test	10	4/27/2001 8:30:00 AM	4/27/2001 5:00:00 PM
edacajullo	1015 North	test	10	4/17/2001 8:30:00 AM	4/17/2001 5:00:00 PM
tfancy	1016 B	monthly meeting	10	4/29/2001 8:30:00 AM	4/29/2001 5:00:00 PM
DemoUser2	1018 South East	Test Meeting	10	4/24/2001 8:30:00 AM	4/24/2001 5:00:00 PM
DemoUser1	1019 East	Marketing Meeting	8	4/18/2001 8:30:00 AM	4/18/2001 5:00:00 PM
DemoUser1	1019 West	Legal Meeting	5	4/19/2001 8:30:00 AM	4/19/2001 5:00:00 PM
sdenny	1020 East	Staff Meeting	14	4/16/2001 7:30:00 AM	4/16/2001 10:30:00 AM
distasioj	1020 East	Friday Mtg	10	4/20/2001 10:00:00 AM	4/20/2001 11:15:00 AM
sdenny	1020 East	Staff Meeting	14	4/23/2001 7:30:00 AM	4/23/2001 10:30:00 AM
distasioj	1020 East	Friday Mtg	10	4/27/2001 10:00:00 AM	4/27/2001 11:15:00 AM
DemoUser2	ZD Germany Raum 1	test	10	4/24/2001 8:30:00 AM	4/24/2001 5:00:00 PM

FIGURE 28C

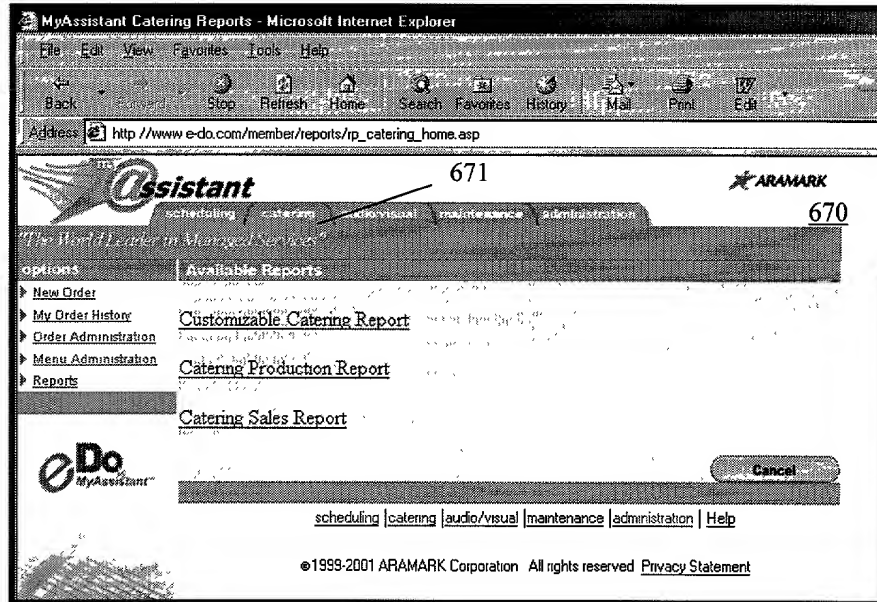


FIGURE 29A

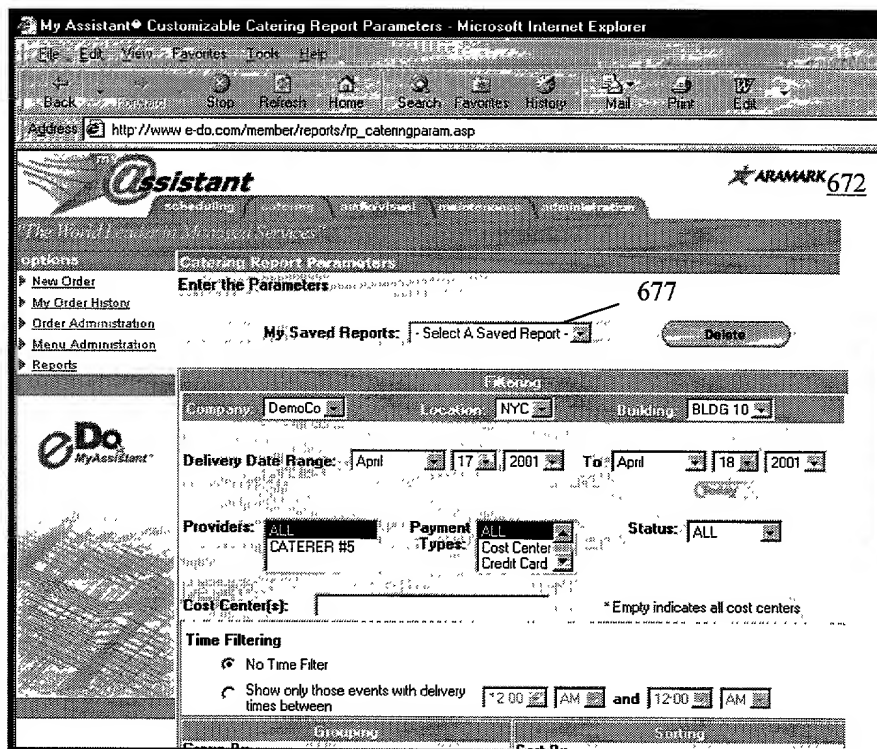


FIGURE 29B

Customizable Catering Report Parameters - Microsoft Internet Explorer

Providers: ALL Payment Types: ALL Status: ALL
CATERER #5 Cost Center Credit Card

Cost Center(s): * Empty indicates all cost centers

Time Filtering
☒ No Time Filter
☐ Show only those events with delivery times between 12:00 PM and 12:00 PM

Group By: None Then By: None Then By: None Then By: None Then By: None Then By: None
Ascending Descending Ascending Descending Ascending Descending Ascending Descending Ascending Descending

Sort By: None Then By: None Then By: None Then By: None Then By: None
Ascending Descending Ascending Descending Ascending Descending Ascending Descending Ascending Descending

Show Subtotals

Save Parameters

Save Report Parameters As: Cancel Submit

673

675

676

FIGURE 29C

My Assistant Customizable Catering Report - Microsoft Internet Explorer

To print report, use the browser's print option. Please set your print settings to landscape orientation.

My Assistant Customizable Catering Report

Catering Order Number 3-170

Requester's Company:	DemoCo	Delivery Date:	04/18/2001 08:30 AM	Amount Due:	\$157.60
Contact:	Demo User	Event Begin Date:	04/18/2001 08:30 AM	Service Provider:	CATERER #5
Company:	DemoCo	Event End Date:	04/18/2001 05:00 PM	Payment Type:	Cost Center
Location:	New York	Number Of Guests:	8	Cost Center:	123456
Building:	Building 10	Status:	Confirmed	Credit Card Number:	
Event Location:	1019 East	Special Instructions:		Credit Card Expiration:	
Details:	SKU	Item	Description	Quantity	Charges
	0010-201	Stuffed Breast of Chicken	Stuffed Breast of Chicken Served with a Burgundy Demi Sauce	8	\$157.60

Totals

Grand Total	Amount Due:	\$157.60	Number Of Orders:	1
-------------	-------------	----------	-------------------	---

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FIGURE 29D

MyAssistant Reports - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/rp_catering1param.asp

MyAssistant

ARAMARK 678

options | Report Parameters

New Order
My Order History
Order Administration
Menu Administration
Reports

Catering Production Report

Company: DemoCo
Start Date: April 19 2001
End Date: April 20 2001
Request By Status: All
Start Time: 12:00 AM
End Time: 12:00 AM

View Report Cancel

scheduling | catering | audio/visual | maintenance | administration | Help

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FIGURE 30A

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Catering Report 1 - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/rp_catering1.asp

Catering Production Report For DemoCo

Order No.	Requester	Location	Delivery D/T	Provider	SKU	QTY	Item	Description	Status
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-002	25	The Continental	Includes Pastries, muffins, breakfast breads, and bagels. Also includes full breakfast beverage bar	Received
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-602	25	Bistro Croissant	Gourmet Deli Meats or Grilled Breast of Chicken Served on a Flaky Croissant	Received
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-501	25	Cold Beverage Assortment	Assorted cold beverages includes 20 o z bottled sodas, bottled spring water, iced tea, and juice drinks.	Received
3-156	Mary Beth West	See instructions	4/20/2001 8:30:00 AM	CATERER #5	001-503	15	The Cookie Basket	Assorted freshly baked One Spoonketeer cookies... an everyday favorite	Received

Summary

Count by	Total
Catering Order Numbers	1
Food Category	3
Item SKU	4

FIGURE 30B

MyAssistant Reports - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/tp_catering_sales_param.asp

Assistant ARAMARK 680

scheduling catering audio/visual maintenance administration

The World Leader in Managed Services

Report Parameters

Company: DemoCo Location: NYC Building: BLDG 10

Catering Sales Report

Start Date: April 17 2001 Start Time: 12:00 AM
 End Date: April 18 2001 End Time: 12:00 AM

[View Report](#) [Cancel](#)

scheduling catering audio/visual maintenance administration Help

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FIGURE 31A

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Catering Sales Report - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/tp_catering_sales.asp?selCompany=3&selLocation=4&selBuilding=5

Catering Sales Report

Company:	DemoCo	Order Number:	3370	Provider:	CATERER #5
Location:	New York	Number Of Guests:	8	Payment Type:	Cost Center
Building:	Building 10	Delivery Date:	4/18/2001 8:30:00 AM	Profit Center:	123456
Requester's Company:	DemoCo	Event Begin Date:	4/18/2001 8:30:00 AM	Total Amount Due:	\$157.60
Contact:	Demo User	Event End Date:	4/18/2001 5:00:00 PM		
Event Location:	1019 East				

Details:	SKU	Item	Description	Quantity	Total Price
	0010-201	Stuffed Breast of Chicken	Stuffed Breast of Chicken Served with a Burgundy Demi Glaze	8	\$157.60

FIGURE 31B

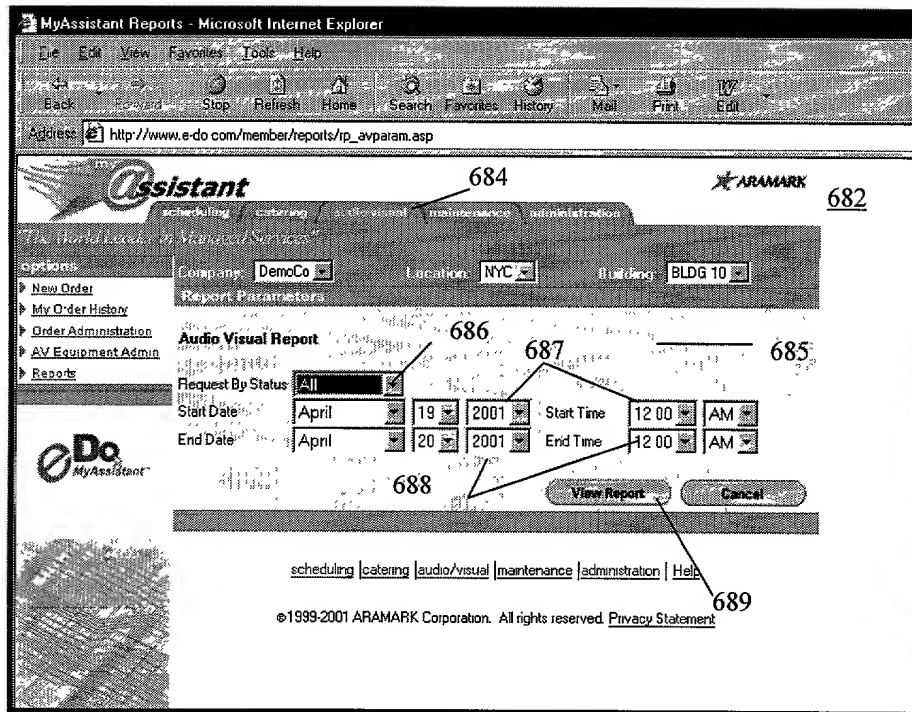


FIGURE 32A

Report 1 - Microsoft Internet Explorer

Address: http://www.e-do.com/member/reports/rp_av.asp?selCompany=1&selLocation=1&selBuilding=1

Audio Visual Report

Request No.	Requestor	Location	Start D/T	End D/T	QTY.	Item	Status
1548	ragodm	16 B	4/5/2001 8:00:00 AM	4/5/2001 5:30:00 PM	1	Screen	Canceled
1613	tyrc	24 Northwest	4/12/2001 12:15:00 PM	4/12/2001 1:45:00 PM	1	ChartEasel	Completed
1614	tyrc	16 A	4/19/2001 12:00:00 PM	4/19/2001 1:45:00 PM	1	ChartEasel	Canceled
1623	tyrc	16 A	4/5/2001 12:00:00 PM	4/5/2001 1:45:00 PM	1	ChartEasel	Canceled
1624	tyrc	24 Northwest	4/12/2001 12:15:00 PM	4/12/2001 1:45:00 PM	1	ChartEasel	Completed
1640	delanoa	29 East	4/10/2001 8:00:00 AM	4/10/2001 11:00:00 AM	1	ChartEasel	Completed
1640	delanoa	29 East	4/10/2001 8:00:00 AM	4/10/2001 11:00:00 AM	1	OvrhdProj	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	Lectern	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	Screen	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	OvrhdProj	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	ExtenCord	Completed
1646	shearerp	16 A	4/11/2001 8:00:00 AM	4/11/2001 9:00:00 PM	1	ChartEasel	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	Lectern	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	Screen	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	OvrhdProj	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	ExtenCord	Completed
1647	shearerp	16 A	4/12/2001 8:00:00 AM	4/12/2001 6:00:00 PM	1	ChartEasel	Completed
1653	mcbndeh	16 C	4/9/2001 1:00:00 PM	4/9/2001 4:30:00 PM	1	ConfPhone	Scheduled

FIGURE 32B

FIGURE 33A

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Request No.	Requester	Location	Preferred D/T	Required D/T	Services	Maintenance Type	Status
1228	clark	See Instructions	04/12/2001 08:30:00 am	04/13/2001 05:30:00 pm	Keyboard Tray Issues	Minor Maintenance	Completed
1228	clark	See Instructions	04/12/2001 08:30:00 am	04/13/2001 05:30:00 pm	Keys	Minor Maintenance	Completed
1228	clark	See Instructions	04/12/2001 08:30:00 am	04/13/2001 05:30:00 pm	Light bulb issues	Minor Maintenance	Completed
1233	brigit	My Office	04/12/2001 08:30:00 am	04/12/2001 05:30:00 pm	Office Construction	Major Maintenance	Canceled
1233	brigit	My Office	04/12/2001 08:30:00 am	04/12/2001 05:30:00 pm	Other	Janitorial	Canceled
1234	dalsted	My Office	04/12/2001 08:30:00 am	04/16/2001 08:30:00 am	Major Painting	Major Maintenance	Completed
1234	dalsted	My Office	04/12/2001 08:30:00 am	04/16/2001 08:30:00 am	Order nameplate	Minor Maintenance	Completed
1234	dalsted	My Office	04/12/2001 08:30:00 am	04/16/2001 08:30:00 am	Too Hot/Too Cold	Minor Maintenance	Completed
1229	korschah	My Office	04/12/2001 09:00:00 am	04/12/2001 09:00:00 am	Broken Chair	Minor Maintenance	Completed
1229	korschah	My Office	04/12/2001 09:00:00 am	04/12/2001 09:00:00 am	Electrical Problems	Minor Maintenance	Completed
1229	korschah	My Office	04/12/2001 09:00:00 am	04/12/2001 09:00:00 am	Small furniture moves	Minor Maintenance	Completed
1236	bauchner	My Office	04/12/2001 09:30:00 am	04/12/2001 12:00:00 pm	Clean Spills	Janitorial	Completed
1237	caldwells	See Instructions	04/12/2001 10:00:00 am	04/12/2001 10:00:00 am	Dumpster Request	Janitorial	Completed
1237	caldwells	See Instructions	04/12/2001 10:30:00 am	04/12/2001 10:30:00 am	Shoe Repair	Janitorial	Completed
1238	delanoa	See Instructions	04/12/2001 11:00:00 am	04/12/2001 12:30:00 pm	Broken chair	Minor Maintenance	Canceled
1238	delanoa	See Instructions	04/12/2001 11:00:00 am	04/12/2001 12:30:00 pm	Electrical Problems	Minor Maintenance	Canceled
1238	delanoa	See Instructions	04/12/2001 11:00:00 am	04/12/2001 12:30:00 pm	Light Bulb Issues	Minor Maintenance	Canceled
1240	doandeb	My Office	04/12/2001 11:30:00 am	04/12/2001 05:30:00 pm	Broken Chair	Minor Maintenance	Completed
1240	doandeb	My Office	04/12/2001 11:30:00 am	04/12/2001 05:30:00 pm	Electrical Problems	Minor Maintenance	Completed

FIGURE 33B